

**OTERO COUNTY DEPARTMENT OF HUMAN SERVICES  
ADULT CATEGORY TECHNICIAN**

Department Head Approval Donna Rohde Date 7.27.20

Commissioner Approval Joni Bell - and P. Hunter Keith Goodman  
Date 7/27/20

**GENERAL STATEMENT OF DUTIES**

Conducts interviews to determine initial and on-going financial eligibility for public assistance programs, enters client information into a complex computer system, analyzes information against numerous public assistance programs and their related regulations, and refers clients to a variety of internal and external resources/services.

**ESSENTIAL DUTIES**

Conducts interviews with applicants and conducts application review in order to determine applicant eligibility for public assistance programs including but not limited to cash assistance, food assistance, and Medicaid.

Elicits and verifies pertinent eligibility information such as employment, income, residence, property ownership, rent, household expenses, and other banking and financial resources, assists applicants to obtain additional information and resolve discrepancies, and answers applicant questions regarding eligibility.

Determines initial and on-going eligibility for public assistance programs in accordance with federal and state laws, county rules and regulations, and approves and issues benefits.

Records client information enters and updates information into complex state and county computer systems, and responds to inquiries about client records for administrative state hearings, federal reviews, fraud investigations, and federal and state program management and evaluation.

Ensures benefit calculations made by the state computer system are accurate in order to reduce/eliminate errors. Impact of financial errors is significant due to state and federal sanctions.

Explains rights and responsibilities to clients and provides referrals to non-profit agencies and other service providers to facilitate a comprehensive solution to the client's issues.

Monitors changes in client's status, contacts clients to verify changes, and makes appropriate adjustments to eligibility and support payments.

Analyzes cases and investigative findings by using specific program policies and procedures to determine who is responsible/liable and reason for any overpayment. Accurately establishes overpayment claims and the dollar amount of overpayments, based on current and past Federal and State laws and Public Assistance policies.

Monitors changes in the Colorado Benefits Management System (CBMS) and adjusts work processes to

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ensure accurate provision of benefits.

Performs other related duties as assigned. Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

**KNOWLEDGE & SKILLS**

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Knowledge of interviewing techniques sufficient to be able to elicit information

Attention of Detail – Is thorough when performing work and conscientious about attending to detail.

Computer Skills - Has workable knowledge of basic office equipment including: computers, printers, copiers, scanners, and phones. Has basic computer skills, excellent typing skills and proficiency in Microsoft Office programs. Has a clear knowledge of spreadsheets and word processing documents. Has the ability to write, send, and retrieve email communication.

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Decision Making - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Time Management - Ability to manage and organize a workload, set priorities, and complete assignments timely.

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Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

**RESPONSIBILITY**

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent.

**MINIMUM QUALIFICATIONS**

**Education:** AA in Business related field or

**Experience:** Two years in job related field

**SPECIAL REQUIREMENTS**

Valid Colorado State Driver's license and insurance

Reliable transportation

**ESSENTIAL FUNCTIONS OF THE JOB**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The work is performed in a standard office environment requiring normal physical effort. Requires sitting for extended periods of time, and occasional walking. Requires dexterous use of both hands. Requires corrected vision and hearing. Specific vision abilities by this position include close vision and the ability to adjust focus. Ability to lift and/or move up to 10 pounds. The noise level in the work environment is usually moderately quiet.

**POLICY REQUIREMENTS**

Formal application, rating of education and experience; written exam; oral interview and reference check. Job related tests might be required.

Employment is contingent upon the applicant passing a pre-employment medical physical and mandatory drug test.

Verification of any combination of driving record, criminal history and/or workers' compensation history.

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No medical inquiries will be made or workers' compensation information gathered until a conditional job offer has been given to the applicant.

**AFFIDAVIT**

I certify that I understand the description of this job, the Essential Functions, and Policy Requirements as stated above. Furthermore, I certify that I am able to perform the duties and responsibilities as outlined above.

Signature \_\_\_\_\_ Date \_\_\_\_\_

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*