



Eligibility Specialist Volunteer (unpaid)

JOB DESCRIPTION

This volunteer position will help residents in need of City assistance by supporting a new process to enroll residents in the various income-qualified programs provided by the City (Sales Tax Rebate, Utilities Income-Qualified Assistance Program, Recreation Reduced Fee Program etc.). For the first time, residents will be able to apply for all programs in one setting with individual guidance from an eligibility specialist.

LOCATION

- 215 N. Mason Street, 2nd floor Conference Room
- Off-site enrollment events at various locations

PRIMARY ACTIVITIES

- Determine and verify residents' eligibility for programs using income documents (federal income tax return, W-2, Social Security statement, benefits statements, etc.).
- Distribute relevant applications.
- Assist residents with completing the various applications as needed.

EXPECTATIONS

- Excellent customer service and communication skills including the ability to precisely articulate complex information to others in a respectful manner.
- Ability to read and comprehend income documents listed above.
- Ethical behavior and dedication to keeping all personal information of residents confidential.
- Public relations skills including the ability to interact and work effectively and courteously with people from varying social, cultural, and economic backgrounds.
- Fluent Spanish is beneficial, but not required. Ability to use recommended interpretation tools provided by the City as needed.

TIME COMMITMENT AND AVAILABILITY

- Multiple half day (4-hour) commitments during the first 3 weeks of August 2019, with potential for additional half-days through October.
- 8-20 hours per week.

BENEFITS TO VOLUNTEER

- Development of customer service skills.
- Academic and community service credit available when all criteria are met.
- Limited access to City personal and professional development opportunities.
- Access to City job application system and select volunteer opportunities.

LICENSES OR CERTIFICATES REQUIRED

- This is a position of trust—background check required

To apply for the Eligibility Specialist position, submit an [application](#), letter of interest and resume to Dianne Tjalkens, dtjalkens@fcgov.com. **Your letter of interest should address your experience and abilities related to the primary activities and expectations listed in this description.**