



JOB ANNOUNCEMENT

**Family Support Eligibility Specialist (5 Positions)
Family Support Division, Jefferson County
October 29, 2018**

- ✓ **Are you a problem solver, motivated by resolving problems and helping others?**
- ✓ **Would you like to work in an environment where you can express creativity in being part of solutions?**
- ✓ **Do you enjoy a work environment where job experiences are different on a daily basis?**
- ✓ **Do you enjoy talking to customers on the phone and helping others by providing quality customer service?**
- ✓ **Do you have an out-going personality and have the knack to communicate with others in an effective manner?**

If you answered yes to any of the above then the Family Support Division (FSD) is the place for you! FSD is seeking candidates to fill Family Support Eligibility Specialist positions to work in the FSD Customer Service Center and represent the agency to ensure Customer Service needs are met. We are hiring positions that are located at 10325 Business 21, Hillsboro, MO 63050. **Customer Service Center hours of operation are from 7:30 a.m. to 6:00 p.m. Employees will be expected to work hours that meet the business needs of the agency that are within these hours.**

JOB DUTIES: Duties include, but are not limited to:

- Demonstrate good keyboarding skills and be familiar with various computer systems to be able to navigate different computer systems efficiently and effectively;
- Demonstrate the ability to multi-task;
- Exhibit good listening and communication skills and be able to pay attention to detail;
- Provide customer support by interacting and communicating in a call center environment by telephone with Family Support Division customers in response to general inquiries and case specific questions regarding their case and/or benefits;
- Handle a call volume of approximately 50-70 calls per day;
- Conduct intake interviews;
- Enter information into eligibility systems with time sensitive legal deadlines;
- Investigate, research, and review cases and handle inquiries from third parties;
- Process changes reported via telephone;
- Ensure proper documentation of case records pursuant to Departmental policy;
- Handle customer concerns in a courteous and professional manner and communicate with field management regarding customer service concerns and assist field staff in the development of conflict resolution regarding these concerns;

- Develop and maintain a knowledge of state agency and non-state agency resources to which customers can be referred when their concern cannot be met through agency programs;
- Maintain awareness of Departmental goals and priorities to ensure responses to telephone and written inquiries are consistent;
- Implement the use of scripts when assisting a caller;
- Assist with the development, implementation and analysis of Customer Service Surveys to improve services;
- Trouble shoot issues or problems as they arise;
- Demonstrate good listening skills to hear and understand a caller's verbal cues to ask pertinent questions and reiterate facts back to the caller;
- Interpret and explain rules, regulations, policies and procedures concerning Family Support Division activities, programs and benefits to recipients, clients, social service providers, community organizations and public officials.

QUALIFICATIONS: Four or more years of clerical experience (e.g., General Office Assistant, Office Support Assistant, etc.) in income maintenance or child support activities with the Missouri Department of Social Services. OR

A Bachelor's degree from an accredited college or university.

(Qualifying experience as described below may substitute on a year-for-year basis for deficiencies in the required education.) OR

Four or more years of experience in areas requiring extensive customer interaction which includes working with, or management of, business or employee financial records, sales, marketing, management, direct consumer or public contact, and/or customer service functions; and possession of a high school diploma or proof of high school equivalency.

(Earned credit hours from an accredited college or university may substitute on a year-for-year basis for the required experience at a rate of 30 earned credit hours for one year.)

SALARY RANGE: Semi-monthly salary range is \$1,232.50 – \$1,824.00

TO APPLY: Individuals who meet the required qualifications as specified above and are interested in this position must fill out and send the DSS employment application (<https://dss.mo.gov/hrc/pdf/mo886-1315.pdf>), resume and any applicable transcripts by fax or email to Jeremy Wilkerson at (573) 751-4723 or Jeremy.Wilkerson@dss.mo.gov. When emailing your application to Mr. Wilkerson, please specify which position and county you are applying for.

RECRUITMENT AREA: Accepting applications from all qualified applicants.

APPLICATION DEADLINE: November 13, 2018 by 5:00 p.m.

Applications subject to review prior to scheduling interviews.

DSS IS AN EQUAL OPPORTUNITY EMPLOYER