

DEPARTMENT OF SOCIAL SERVICES
JOB OPPORTUNITY
CONNECTICUT CAREER TRAINEE (ELIGIBILITY SERVICES WORKER)

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

The Department of Social Services is seeking college graduates who have a strong desire to work in the challenging field of **ELIGIBILITY SERVICES**. The work environment is diverse, technical, complex, and fast paced and demands teamwork, reliability, accuracy and precise attention to detail. These positions located at our Benefit Centers in Bridgeport and New Britain report to an Eligibility Services Supervisor and are responsible for conducting client telephone interviews & responding to phone inquiries regarding DSS case issues and programs.

Open To: **The Public – Applicants must provide proof that they have a Bachelor's degree or above prior to appointment to these opportunities.**

Location: DSS Benefit Centers (Bridgeport and New Britain offices)

Job Posting No: BENCCT

Work Schedule: Monday thru Friday: 8:00am–4:30pm **or** 8:30am–5:00pm

Salary Range: Bachelor's Degree: SH15 Step 1 \$40,512 annually
Master's Degree: SH15 Step 2 \$41,977 annually

Target Classification (after one year served as CCT from date of hire):
Eligibility Services Worker (SH19): \$49,149 Annually

Closing Date: **Wednesday, April 24, 2013**

Benefit Center Essential Responsibilities Include:

- Conduct interactive telephone interviews with clients to elicit information and identify their need for public assistance programs and services,
- Process case work initiated by client telephone inquiry,
- Analyze financial, employment, family and personal information to determine eligibility for aid programs,
- Provide clients with complete and accurate details regarding program regulations, rules and policies,
- Utilize computer databases to retrieve, review, process and organize client data and applications for benefits.

Qualifications for Benefit Center CCT (target class of Eligibility Services Worker):

- Applicants must have a Bachelor's degree or above to qualify for appointment. Prior work experience in a human services area is helpful.
- Applicants must demonstrate that they have the ability to acquire the knowledge and skills to become an Eligibility Worker; are able to understand, evaluate and solve problems by exercising good judgment and reasoning; and demonstrate the ability to read, analyze, interpret and understand written material.
- Successful applicants must demonstrate that they have excellent customer service skills, are able to communicate information clearly, effectively, and efficiently on the telephone and in writing, and can troubleshoot case issues expressed during the calls.
- This unit requires applicants who are reliable, have excellent time management skills and are able to handle sensitive situations with diplomacy and tact. Applicants must also demonstrate the ability to build strong working relationships with their managers, supervisors and coworkers.
- Proficiency in the use of Microsoft Office products including Office, Excel, Access, and PowerPoint is preferred. An understanding of basic mathematical computations is necessary and will be used on a daily basis.
- The CCT's will be continuously evaluated on their progress during the yearlong training period. Trainees must demonstrate that they have successfully completed all areas of instruction and have mastered the necessary knowledge and skills to advance to the Eligibility Services Worker target classification.

Note: The filling of this position will be in accordance with State reemployment/SEBAC, transfer, promotion, and merit employment rules.

Application Instructions:

If this opportunity interests you and you meet the qualifications noted above, please download a State of Connecticut Application for Examination or Employment (CT-HR-12) from the State of Connecticut's Department of Administrative Services' Website: www.das.state.ct.us/exam/default.asp#APPLICATION and **FAX or EMAIL your cover letter and completed application with a copy of your degree(s) or official transcript to:**

Ellen Mantel, Principal Human Resources Specialist
Department of Social Services
25 Sigourney Street – 12th Floor
Hartford, CT 06106

Email Address: DSSrecruitment@ct.gov FAX #: 860-951-2979

APPLICATIONS MUST BE RECEIVED BY Wednesday, April 24, 2013, CLOSE OF BUSINESS

[Late or incomplete applications will not be considered.](#)

An Equal Opportunity / Affirmative Action Employer

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.