

State of Connecticut  
Department of Social Services  
Job Opportunity  
**Connecticut Careers Trainee – (Eligibility Services Worker)**

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

**Posting Date: March 13, 2015**

**Closing Date: March 17, 2015**

The Department of Social Services is currently accepting applications for the job classification of Connecticut Careers Trainee – Eligibility Services Worker. Candidates selected for interview will be given a choice of three locations of preference at time of interview.

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

**Position No.:** CCTESW42

**Hours:** 8:30 a.m. – 5:00 p.m., Monday through Friday, 40 hours per week

**Bargaining Unit:** Social and Human Services (P-2)

**Salary Range:** Bachelor's Degree: SH15 Step 1 \$42,980 Annually  
Master's Degree: SH15 Step 2 \$44,535 Annually

Target Classification (after one (1) year served as CCT from date of hire):  
Eligibility Services Worker (SH19): \$52,143 Annually

**Responses to this posting will be used to fill vacancies for these locations:**

**Location:** Central Office – 55 Farmington Avenue, Hartford, CT 06105  
Hartford Regional Office - 3580 Main Street, Hartford, CT 06120  
Manchester Regional Office - 699 East Middle Turnpike, Manchester, CT 06040  
Torrington Regional Office – 62 Commercial Boulevard, Suite 1, Torrington, CT 06790  
Norwich Regional Office - 401 West Thames Street, Unit 102, Norwich, CT 06360  
Middletown Regional Office -117 Main Street Extension, Middletown, CT 06457  
New Britain Regional Office - 30 Christian Lane, New Britain, CT 06051  
Waterbury Regional Office - 249 Thomaston Ave., Waterbury, CT 06702  
New Haven Regional Office – 50 Humphrey Street, New Haven CT 06513  
Bridgeport Regional Office - 925 Housatonic Avenue, Bridgeport, CT 06606  
Danbury Regional Office - 342 Main Street, Danbury, CT 06810  
Stamford Regional Office - 1642 Bedford Street, Stamford, CT 06905  
Willimantic Regional Office – 676 Main Street, Willimantic, CT 06226

**Processing Center Essential Responsibilities Include:**

- Analyze financial, employment, family and personal information to determine eligibility for all DSS 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.
- Interview all applicant/recipients coming to the Service Center to handle all related tasks regarding DSS case issues and programs.

**Qualifications for Processing 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 in person, on the telephone and in writing, and can troubleshoot case issues expressed during the calls or in person.
- 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.

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- 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 CCTs 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:**

Candidates who meet the above requirements should forward a completed State of Connecticut Application for Examination or Employment (CT-HR-12). The CT-HR-12 Application Form may be downloaded from the State of Connecticut's Department of Administrative Services Human Resources website at: [www.das.state.ct.us/exam/default.asp#APPLICATION FORMS](http://www.das.state.ct.us/exam/default.asp#APPLICATION_FORMS). Please **mail duplicate copies** of your completed State of Connecticut Application for Examination or Employment (CT-HR-12), cover letter, copy of degree or transcript, and three (3) supervisory reference letters (*State employees must submit their two (2) most recent Performance Appraisals in lieu of references*) to:

Department of Social Services  
Attn: Christine Martin, Human Resources Division  
55 Farmington Avenue 5<sup>th</sup> Floor  
Hartford, CT 06105

**APPLICATIONS MUST BE RECEIVED OR POSTMARKED BY TUESDAY, MARCH 17, 2015**

**~PLEASE BE ADVISED THAT HAND-DELIVERED/FAXED/E-MAILED APPLICATIONS WILL NOT BE ACCEPTED~**

**\*LATE OR INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED\***

**~TWO (2) COMPLETE SETS OF ALL APPLICATION MATERIALS MUST BE SUBMITTED~**

**EACH APPLICATION MUST BE SIGNED**

**\*ALL APPLICATION MATERIALS MUST BE RECEIVED TOGETHER\***

**NO PHONE CALLS PLEASE**

**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.***