



## Benefit Program Specialist

\$16,494 or higher DOQ + [Part-Time County Benefits](#)

James City County Social Services seeks an individual to perform responsible work reviewing and evaluating information gathered from applicants to determine eligibility for Energy assistance programs.

### Responsibilities:

- Determine and re-determine eligibility of individuals and families for the components of the Energy Assistance Program (Fuel, Crisis and Cooling), as well as Assist with the processing of other Benefit Programs including: Supplemental Nutrition Assistance Program (SNAP); Medicaid for families, children, the elderly and disabled, and nursing home/community based care; Temporary Assistance for Needy Families (TANF); Auxiliary Grants (AG); General Relief (GR) for unattached children.
- Track and comply with state mandates for timeliness and accuracy compliance for Energy Program.
- Collaborate and coordinate services with the approved energy program vendors.
- Secure and safeguard confidential information from applicants, recipients, and federal reports.
- Identify and assess customer needs to make proper referrals to fraud, social workers, community organizations, mental health, Social Security, and other organizations.

### Requirements:

- Any combination of education and experience equivalent to an associate's degree in human services or related field; some human service related experience, preferably involving interviewing customers.
- Skill in the use of computer software, especially Microsoft Office Suite.
- Must possess a valid Virginia driver's license and have an acceptable driving record based on James City County's criteria
- This position is subject to Infection Control training and procedures.

Please visit the James City County Career Center for a full job description.

***Accepting applications until position is filled.*** Only online applications to our website will be considered. To apply, please visit the James City County Career Center at [jobs.jamescitycountyva.gov](http://jobs.jamescitycountyva.gov).