

Benefit Program Assistant

\$12.76/hour or higher DOQ; Full-Time Temporary + Partial Full-Time Benefits

James City County Social Services is seeking applicants to provide responsible work supporting staff, providing customer service, and assisting with daily operations of the benefit program division.

Responsibilities:

- Provide in person, telephone and computer assistance for routine questions regarding benefit programs and other requests for information; answer telephone Eligibility Line and resolves issues and reports changes to Benefit Program staff; schedule appointments for customers needing re-certification of benefits and daycare.
- Prepare documents and materials for Benefits Program staff and customers; assist in processing information received to assigned Benefit Program Specialist; assist in gathering information, scanning of materials, sending out client checklists and any other correspondence related to eligibility.
- Track, monitors and distribute appeal requests; track and monitor online inbox for all Benefit Programs in the Virginia Case Management System (VACMS); perform application registration for online and paper applications and make case assignments.
- Screen/Interview clients requesting assistance using on-line screening tool, worksheets, daycare screening form and makes appropriate referrals to outside organizations as needed.
- Perform case records management; assist with claims collection tracking for repayment of benefits; review, evaluate and coordinate case transfer-ins from other localities.
- Research State reports such as Public Assistance Reporting Information System (PARIS) & New Hire reports to perform timely response to the State reporting computer system.
- Performs other duties as assigned.

Requirements

- Any combination of education and experience equivalent to a high school diploma; some experience in general clerical work.
- Knowledge of standard office practices and procedures, equipment and clerical techniques including telephone etiquette; general office computer software and associated equipment; knowledge of principles and processes for providing customer service including setting and meeting quality standards for services and evaluation of customer satisfaction.
- Skill in the use of computer software, especially Microsoft Office Suite.
- Ability to maintain moderately complex records and ensure their confidentiality; handle customers with tact both in person and over the telephone; follow verbal and written instructions; work under pressure and meet deadlines; resolve problems and complaints from customers effectively; understand and interpret policies and procedures; establish and maintain effective working relationships with County staff and the public.

Accepting applications until filled. Only online applications to our website will be considered. To apply, please visit the James City County Career Center at <https://jobs.jamescitycountyva.gov>