

Shelby County Department of Job & Family Services

Position Description

TITLE: Financial & Medical Services Specialist 2

SUPERVISOR: FMS SUPERVISOR

PCN: 5253

CLASSIFICATION/SERIES: 5000

DIVISION: Financial & Medical Services

PAY RANGE: H

EXEMPTION STATUS: Non-exempt

WORKING HOURS: M-F 7:30 am - 4:00 pm, rotating Tuesday, 9:30 am - 6:00 pm

ESSENTIAL DUTIES:

- Interviews applicants and determines and calculates initial and ongoing eligibility for Cash, Food, and Medical programs. Informs applicants of rights and responsibilities, Healthchek and Pregnancy Related Services. Processes changes in monthly benefits & maintains ongoing communications with clients to determine their continued ongoing eligibility. Completes daily alerts and IEVs alerts. Calculates overpayments on Cash, Food, and Medical assistance programs. Provides customer service through the customer service phone line by answering program and benefit questions. Completes all paperwork related to the phone call and documents all customer phone contact. Provides SSI Case Management which includes initially informing clients of the services that are available through the agency, referrals to attorneys if requested and ongoing assistance with clients' SSI claims.
- Meets procedural deadlines. Processes cases, changes, case notes, and other paperwork as required.
- Utilizes computer programs for the tracking and maintenance of cases.
- Prepares cases for state hearings and attends hearings as required.
- Testifies in court if necessary.
- Attends related training, conferences, and meetings as assigned. Stays current on program regulations, policies, and procedures.
- Serves on internal/external committees as assigned.
- Performs public relation functions.
- All other duties as assigned.

MINIMUM QUALIFICATIONS:

- One year of experience as a Financial & Medical Services Specialist 1.
- Or two years experience as a Unit Support Worker 2.
- Or completion of undergraduate major core coursework in behavioral science, social science or education, one course or six months experience in interviewing techniques, and one course or six months experience in typing, keyboarding, or word processing.

- Or completion of two years of technical education in behavioral science or social science, one course or six months experience in interviewing techniques, and one course or six months experience in typing, keyboarding, or word processing.
- Or two courses or one year of experience in behavioral science, social science, or customer service techniques, one course or six months experience in business mathematics, one course or six months experience in business English, one course or six months experience in interviewing techniques, and one course or six months experience in typing, keyboarding, or word processing.
- Or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.
- Must have the ability to professionally deal with difficult clients in adverse situations.
- Must be detail oriented, have strong organizational skills and excellent typing and computer skills.
- Must have excellent verbal and written communication skills including telephone etiquette and interviewing techniques sufficient to obtain additional information from customers.
- Must be able to multi-task.
- Must work cooperatively with other staff and community service providers.
- Must be available for occasional overnight travel.
- Must be able to bend, stretch, reach, and occasionally lift up to 40 pounds.

ACKNOWLEDGEMENT:

I acknowledge receiving a copy of this job description, that I meet all minimum qualifications, and that I can perform essential job duties with or without a reasonable accommodation.

Employee

Date

Administrator

Date