



State of New Mexico
Classification Description

ELIGIBILITY INTERVIEWERS, GOVERNMENT PROGRAMS

General Summary

Determine eligibility of persons applying to receive assistance from government programs and agency resources, such as welfare, unemployment benefits, social security, and public housing.

Eligibility Interviewers, Govt Prgm-Basic

Jobcode: R4061B

Pay Band: 45

FLSA Status: FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Distinguishing Characteristics

This is the entry level job of this classification series that performs basic clerical duties under close supervision, who assist more senior level coworkers with eligibility determinations.

Recommended Education and Experience for Full Performance

High School diploma or Equivalent and two (2) years of experience in customer service, general office administration or government assistance programs such as welfare, unemployment benefits, social security benefits and/or public housing.

Minimum Qualifications

High School diploma or Equivalent and six (6) months of experience in customer service or general office administration.

For utilization at the Department of Veterans Services only: Six (6) months of active duty service in the Armed Forces will substitute for the required experience listed above. Hiring preference will be given to Veterans of the Armed Forces.

Essential Duties and Responsibilities*

- Employees in this Role assist coworkers with customer service, clerical and fiscal duties related to eligibility determinations and may perform investigative duties with supervision and assist with documentation and reports.

Eligibility Interviewers, Govt Prgm-Operational

Jobcode: R4061O

Pay Band: 50

FLSA Status: FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Distinguishing Characteristics

This is the full performance level job of this classification series that interviews and investigates applicants and recipients of public assistance, including but not limited to public housing, medical assistance, other government programs, and grants. May mentor less experienced Eligibility Interviewers.

Recommended Education and Experience for Full Performance

Associates degree in Business/Office Administration or related field as it pertains to the essential duties and responsibilities of this classification and two (2) years of experience in customer service, office administration, government assistance programs such as welfare, unemployment benefits, social security benefits or public housing.

Minimum Qualifications

High School diploma or Equivalent and/or (1) year experience in customer service, office administration, government assistance programs such as welfare, unemployment benefits, social security benefits and/or public housing.

For utilization at the Department of Veterans Services only: One (1) year of active duty service in the Armed Forces will substitute for the required experience listed above. Hiring preference will be given to Veterans of the Armed Forces.

Essential Duties and Responsibilities*

- Employees in this Role interview and investigate applicants and recipients of public assistance, including but not limited to public housing, medical assistance, other government programs, and grants.
- Employees determine expenditures and evaluate reimbursable cost statements; provide information to applicants and current recipients; provide referrals to other resources available in the community; and keep records, track requirements and prepare reports.

Eligibility Interviewers, Govt Prgm-Advanced

Jobcode: R4061A

Pay Band: 55

FLSA Status: FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Distinguishing Characteristics

This is the senior level of the classification series that performs the most complex investigations and conducts public relations and customer service for programs of a highly complex nature.

Recommended Education and Experience for Full Performance

Associates degree in Business/Office Administration or related field as it pertains to the essential duties and responsibilities of this classification and four (4) years of experience in customer service, office administration, government assistance programs such as welfare, unemployment benefits, social security benefits or public housing.

Minimum Qualifications

High School diploma or Equivalent and two (2) years of experience in customer service, office administration, government assistance programs such as welfare, unemployment benefits, social security benefits and/or public housing.

For utilization at the Department of Veterans Services only: Two (2) years of active duty service in the Armed Forces will substitute for the required experience listed above. Hiring preference will be given to Veterans of the Armed Forces.

Essential Duties and Responsibilities*

- Employees in this Role perform interviews and investigations, and conduct public relations and customer service for programs of a highly complex nature.

Eligibility Interviewers, Govt Prgm-Supevisor

Jobcode: R4061S

Pay Band: 60

FLSA Status: FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Distinguishing Characteristics

This is the supervisory level of this classification series that devotes a substantial portion of time assigning and directly supervising work of at least two (2) full time equivalent employees**, acting upon leave requests, conducting annual performance evaluations and recommending disciplinary actions. Interviewing and recommending selection of applicants and conducting training of personnel.

Recommended Education and Experience for Full Performance

Associates degree in Business/Office Administration or related field as it pertains to the essential duties and responsibilities of this classification and five (5) years of experience in customer service, office administration, government assistance programs such as welfare, unemployment benefits, social security benefits or public housing.

Minimum Qualifications

High School diploma or Equivalent and three (3) years of experience in customer service, office administration, government assistance programs such as welfare, unemployment benefits, social security benefits and/or public housing.

For utilization at the Department of Veterans Services only: Three (3) years of active duty service in the Armed Forces will substitute for the required experience listed above. Hiring preference will be given to Veterans of the Armed Forces.

Essential Duties and Responsibilities*

- As a working supervisor, interviews applicants for government services and determine if they qualify for government assistance, such as welfare, unemployment benefits, Social Security benefits, and public housing. They prepare case files, determine the appropriate amount of payment, and follow up with recipients to determine their eligibility for services after a certain period.
- Devotes a substantial portion of time assigning and directly supervising work of at least two (2) permanent/full time employees. Acts upon leave requests, conducts annual performance evaluations and recommends disciplinary actions.
- Conducts training of personnel; may interview and recommend selection of applicants.
- Provides career coaching through mentoring and arranges for outside training opportunities when possible.
- Makes well-informed, effective, and timely decisions and perceives the impact and implications of those decisions.

Bargaining Unit:

Statutory Requirements:

Conditions of Employment:

Working Conditions: Working Conditions for individual positions in this classification will vary based on each agency's utilization, essential functions and the recruitment needs at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Established: 07/07/2001

Revised: 09/20/2011; 5/20/2020 (Min quals change)

**Essential Duties and Responsibilities are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of duties. Classification description subject to change. Please refer to SPO website (www.spo.state.nm.us) to ensure this represents the most current copy of the position.*