



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

ELIGIBILITY INTERVIEWERS, GOVERNMENT PROGRAMS

Class Title	Class Code	Pay Band	Alt Pay Band*
Eligibility Interviewers, Govt Prgm-B	R4061B	45	
Eligibility Interviewers, Govt Prgm-O	R4061O	50	
Eligibility Interviewers, Govt Prgm-A	R4061A	55	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

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

Nature of Work

Eligibility interviewers, government programs interview 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.

Distinguishing Characteristics of Levels

Note: Examples of Work 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 the duties.

Basic

- 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.

Recommended Education and Experience for Full Performance

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

Minimum Qualifications

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

Operational

- 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.

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- 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.

Recommended Education and Experience for Full Performance

Associates degree in Business/Office Administration or related field and two (2) years of experience in government assistance programs such as welfare, unemployment benefits, social security benefits or public housing.

Minimum Qualifications

High School diploma or GED and one (1) year of experience in government assistance programs such as welfare, unemployment benefits, social security benefits and/or public housing.

Advanced

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

Recommended Education and Experience for Full Performance

Associates degree in Business Administration or related field and four (4) years of experience in government assistance programs such as welfare, unemployment benefits, social security benefits or public housing.

Minimum Qualifications

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

Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

Knowledge

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Law and Government — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

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Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming

Skills

Speaking — Talking to others to convey information effectively.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Service Orientation — Actively looking for ways to help people.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Coordination — Adjusting actions in relation to others' actions.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Statutory Requirements: N/A

Conditions of Employment: 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.

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

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 07/07/2001

Revised: 09/20/2011

**Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.