

Position Descriptions

Working Title: LINE CONTROL/MEETER/GREETER/CLIP BOARD DISTRIBUTOR

RESPONSIBILITIES

This position reports to the Line/Meeter/Greeter Manager. It encompasses three specific duties or functions: line control; meeting/greeting and providing information and instructions to customers; and distribution of clip boards loaded with application forms.

1. Direct applicants through the line and maintain line organization and control.
2. Distribute pens and clipboards to applicants.
3. Walk through the line giving instructions and offering assistance as needed.
4. Identify and direct applicants who need special assistance.
5. Inform applicants of how the application process works and approximate time involved.
6. Direct applicants to the next step in the process.
7. Identify potential crisis situations/individuals.

KNOWLEDGE /SKILLS /ABILITIES

Knowledge of correct grammar usage
Ability to speak clearly and correctly
Ability to communicate effectively
Ability to follow verbal and written instructions
Ability to deal effectively in high stress situations
Ability to listen effectively
Ability to maintain working relationships with others

Working Title: ELIGIBILITY WORKER

RESPONSIBILITIES:

This is a highly responsible position that reports to the eligibility worker supervisor. The eligibility worker completes the eligibility portion of the application process by reviewing the Food for Florida application with the applicant and completing the worksheet portion of the application. The Eligibility worker may also be designated to perform POS worker responsibilities.

1. Interview applicant and evaluate the household's eligibility requirements.
2. Verify the identity of the applicant.
3. Check for complete and legible mailing address on application.
4. Ensure that applicant has listed themselves in part A, Household Member section.
5. Check for First Name, Last Name and Date of Birth for each household member listed.
6. Check for Applicant Signature and Date on application.
7. If an authorized representative is applying for others, ensure Part C of application is complete with Authorized Representative Name and Signature. Authorized Rep must also have ID of person for whom they are applying.
8. Complete worksheet portion of the application and sign.
9. Complete denial notice for ineligibles or direct the applicant with their application to the EBT worker if approved.
10. Place denied applications and denial notices in appropriate box for processing. These will be collected by Shipper / Batchter.
11. Elevate client issues to the supervisor.
12. Check client's identity by viewing Drivers License or Florida ID card.
13. Run card through POS device. If approved direct client on to the EBT/QA worker. If alert is received, direct client to Customer Service representative (troubleshooter) to resolve issue.
14. Direct the applicant to the next step in the process.

KNOWLEDGE /SKILLS /ABILITIES

Basic Computer skills

Knowledge of basic arithmetic

Ability to conduct fact- finding interview to identify needs

Ability to accurately prepare documents and forms

Ability to work with a diverse range of people

Ability to adapt to change

Ability to deal calmly and effectively in high stress situations

Ability to interpret and apply policy materials

Ability to establish and maintain working relationships with others

Ability to communicate effectively orally

Ability to write legibly

Working Title: Data Entry and Systems Inquiry Operator

RESPONSIBILITIES:

This is responsible work processing emergency Food Stamp applications.

- 1 Receive new application (image only) that is deemed eligible and process through the EFS system.
- 2 Receive application (image only) that was "rejected" by the original data entry operator and validate that the rejection reason is correct then process through the EFS system.
- 3 Mark those applications that were rejected for "no signature only" for review to have a letter sent to client rather than immediately rejecting
- 4 Process paper applications (those that can not be processed by image only) through the EFS system. Example: A letter was sent to the client because a signature was left off of the application. Said application was returned and needed to be processed.
- 5 Obtain data unavailable on application through various data sources: DMV, FLORIDA, EBT Unit, US Post Office website etc. as directed
- 6 Contact client by telephone for missing information not available by data sources as directed then process completed applications
- 7 If the client could not be contacted and data was unavailable through data sources, case was put into final "rejection" status with comments entered into the comment field.

KNOWLEDGE / SKILLS / ABILITIES

Basic Computer knowledge

Knowledge of basic arithmetic

Ability to conduct fact- finding interview to identify needs

Ability to accurately enter information into a computer

Ability to work with a diverse range of people

Ability to adapt to change

Ability to deal calmly and effectively in high stress situations

Ability to follow instructions

Ability to establish and maintain working relationships with others

Ability to communicate effectively orally

Ability to write legibly

Ability to appropriately process a high volume of applications

WORKING TITLE: Data Entry Operator and Systems Inquiry Supervisor

This is a highly responsible position that supervises the temporary state DEO staff at designated data entry locations and ensures contract requirements are met. The individual in this position will be responsible for frequent communication with on-site DCF quality assurance/oversight staff and the location's designated DCF district, region or zone FfF coordinators.

The individual in this position may be required to work non-traditional work hours – before 8:00AM and after 5:00PM. This individual will be expected to report to work timely and complete their assigned shift hours or provide advanced notice to their immediate supervisor and to a designated DCF contact for the data entry location. Due to the potential for a high volume of processing in a short time frame, the individual must be willing and able to immediately adapt to the work requirements of this position.

RESPONSIBILITIES:

1. Ensures through frequent oversight that DEO staff are efficiently and accurately entering Food For Florida (FfF) application data and FfF denial notice data. This includes regular spot checking of entries completed by each DEO throughout each work shift.
2. Monitoring staff production to ensure the contracted number of data entry transactions are completed by each DEO.
3. Resolve staff issues or elevates any unresolved issue to appropriate management.
4. Tracks day to day time and attendance of DEO staff assigned to their supervision.
5. Ensures that data entry issues are resolved, provides answers as appropriate to DEO questions and surface unresolved questions regarding data entry to on-site DCF staff.
6. Ensure adequate staff are available or immediately notifies designated DCF contact when it is apparent that the number of available DEO staff is less than the contracted amount for the current or future shift.
7. Promotes quality and efficient work.
8. Maintains an orderly and efficient work area.
9. Conducts meetings with DEO staff as needed.
10. Responsible for maintaining the time and attendance records of all temporary state staff under their supervision.
11. Provides the required information to the designated DCF contact to establish user profiles for each DEO staff. Also, immediately reports to the DCF contact termination of any DEO.
12. Responsible for terminating temporary state staff assigned to their supervision. This includes terminations requested by authorized DCF staff.
13. Follows appropriate procedures to report incidents involving temporary state staff.
14. Immediately reports to the designated DCF contact any problems with computer connectivity or the EFS system.
15. Ensure that all temporary state staff adheres to required work hours and appropriate dress code.

KNOWLEDGE /SKILLS /ABILITIES

Knowledge of basic computer data entry techniques

Ability to plan and organize effectively

Ability to manage their own responsibilities and those of staff under their supervision

Ability to maintain effective working relationships with others

Ability to communicate effectively, orally and in writing

Ability to analyze problems comprehensively and recommend change(s) quickly and effectively

Ability to be flexible

Ability to deal with the staff in a tactful, courteous and effective manner

Ability to listen effectively

Ability to follow verbal and written instructions

Ability to deal calmly and effectively in high stress situations