



FLSA: COVERED
EEO: 5
JUNE 2024

SCREENER (IMS)

DEFINITION

Under limited supervision, to assist applicants for public assistance programs; to explain policies and procedures; gathers and verifies facts and information; initiates cases through an automated system; makes appropriate referrals for health, social and/or employment services; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is a specialized clerical classification. Incumbents in this class have primary responsibility for performing the application screening interview and related functions.

The Screener differs from the Office Assistant III, in that the latter may perform application screening interviews as a duty, while having primary responsibility for other advanced clerical functions. The Screener differs from the Eligibility Specialist in that the Eligibility Specialist classification determines initial and continuing eligibility, authorizes aid payments, initiates case changes, performs in-depth interactive interviewing, and applies extensive multiple aid program knowledge.

REPORTS TO

Eligibility Supervisor or other higher level supervisor or manager.

CLASSIFICATIONS SUPERVISED

A Screener has no responsibility for directing or supervising others, and is responsible for own work only.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Provides general information, application forms, and declaration forms.
- Explains policies, procedures, and requirements to applicants to apprise them of their rights and responsibilities.
- Performs initial application interview for public assistance programs and services.
- Ensures accuracy and completion of application and declaration forms.
- Questions applicants to gather and verify information and enter information directly into an automated computer system.

- Schedules applicant appointments with Eligibility Specialists.
- Refers applicants in need of immediate services to appropriate resources.
- Performs additional tasks related to case records.
- Performs related duties as assigned.

ESSENTIAL QUALIFICATIONS

Knowledge of:

- Modern office practices, methods, and procedures.
- General goals and purpose of public social services programs.
- Computer terminology and computer keyboard arrangement.

Ability to:

- Learn the basic principles of the department's automated systems.
- Learn and apply the rules, regulations, policies, and procedures pertaining to initial application for public assistance.
- Learn appropriate questioning content and techniques for interviewing applicants.
- Enter data accurately into automated system.
- Locate, identify, and correct inaccurate or incomplete information.
- Answer a variety of questions related to department programs and the application process.
- Make referrals to appropriate agencies and social service programs.
- Exercise sound judgment when initiating processes, actions, and alternatives within established procedures and regulations.
- Communicate effectively verbally and in writing with individuals from diverse socio-economic and cultural backgrounds.
- Establish and maintain cooperative working relationships with the public and staff.
- Follow written and oral directions and instructions.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

TRAINING AND EXPERIENCE

Education

A high school diploma or GED equivalent.

Experience

Two (2) years of full-time experience performing clerical office support duties, including one (1) year at the journey level.

Experience including substantial public contact preferred.

SPECIAL REQUIREMENTS

Some positions in this classification may require possession of a valid California Driver License. Employees who drive on County business to carry out job-related duties must possess a valid California Driver License for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.