# JOB OPENING

**Job Title:** **INFORMATION & ELIGIBILITY SPECIALIST**
**Department:** Operations
**Reports To:** Systems Manager
**Classification:** Non-Exempt
**Location:** New Bedford Career Center

## SUMMARY

The Information & Eligibility Specialist will facilitate information sessions to disseminate accurate information regarding the requirements to apply for Workforce Innovation and Opportunity Act (WIOA) funded services and other programs with eligibility screening processes. The Information & Eligibility Specialist will collect required documentation, verify compliance with program requirements, and complete and accurately data enter the information.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Facilitate Information Sessions describing the WIOA and other program certification processes.
2. Assist applicants in compiling all required documentation.
3. Meet with customers to complete the program applications and submit to the appropriate staff for review & approval.
4. Make corrections to the file as needed and inform customers of their next steps once the certification has been approved.
5. Timely data enter information
6. Follow up with customers to collect documentation
7. Accurately calculate income eligibility, as required
8. Enroll customers into workshops or services requiring WIOA certification
9. Educate customers to ensure they understand the full range of services available through the Career Center.

## SUPERVISORY RESPONSIBILITIES

Responsible for own work and not required to direct or supervise other personnel but may occasionally instructor show another employee how to perform the work.

## QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Detail oriented
- Commitment to mastering the program eligibility certification process
- Ability to work with and support diverse customer base
- Excellent verbal, presentation and written communication skills

## EDUCATION and/or EXPERIENCE

Bachelor's degree or equivalent from a four-year college; a minimum of one year of related experience in workforce development or human resources; or equivalent combination of education and experience.

## COMPUTER SKILLS

The ability to understand more advanced computer skills and be proficient in the advanced knowledge of software such as Microsoft Word, Excel, PowerPoint, Access.

## OTHER SKILLS AND ABILITIES

Multilingual preferred

## CERTIFICATES, LICENSES, REGISTRATIONS

N/A

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To apply:

Submit Cover Letter and Resume to:
Lauren Kelman, Program Assistant, National Initiatives
lkelman@workplace.org