

## SANTA CLARA COUNTY OFFICE OF EDUCATION

### **CLASS TITLE: ELIGIBILITY ENROLLMENT SPECIALIST**

#### **BASIC FUNCTION:**

Under the supervision of the Director II – State Preschool, provides technical, clerical and record-keeping duties relating to the eligibility of families and the enrollment of children in the child services programs; determines eligibility by obtaining, reviewing and verifying financial information; interviews families and complete intake processes.

#### **REPRESENTATIVE DUTIES:**

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

#### **ESSENTIAL DUTIES:**

Provides technical, clerical and record-keeping duties relating to the eligibility of families and the enrollment of students in the child services programs administered; determines eligibility by obtaining, reviewing and verifying financial information.

Interviews families and complete intake processes; assists incoming families by providing applications and appropriate enrollment packets to complete; receives and reviews incoming enrollment packets, make copies, calculates income and schedules intake appointments.

Maintains assigned databases, records and reports; inputs family data into assigned database systems, prepares necessary papers and meet with families to review and sign documents; reviews and processes incoming documents, terminations, updates and recertification lists.

Explains, interprets and clarifies program regulations and guidelines, agency resources, procedures, rights and responsibilities; contacts families regarding attendance, application and enrollment status, discrepancies and incomplete information; returns applications as needed.

Receives, reviews and verifies information submitted from families; contacts appropriate information sources to determine program eligibility; determines if families are eligible or continue to be eligible for program services, based on established federal and State regulations and guidelines.

Serves as liaison to families on site regarding eligibility and enrollment functions; assists incoming families and provides them with information needed.

Maintains a variety of records and reports as assigned; responds to and prepare a variety of correspondence and reports relating to child program assistance participants, meal counts, program performance, attendance, eligibility and enrollment status.

Maintains full enrollment of assigned sites in accordance with established guidelines, policies and procedures; corresponds with various departments and agencies regarding recruitment and student eligibility and enrollment.

Provides translation services between English and designated second language.

Prepares, makes copies, organizes and assembles student portfolios and distribute portfolios to the appropriate teacher.

Operates a variety of standard office equipment, including a printer, copier, scanner, computer and assigned software.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Data management systems and data collection processes.

Goals and functions of child assistance programs and public assistance services and agencies.

State and federal regulations and guidelines relevant to the programs.

Problems or issues related to casework services.

Components, elements and data requirements for the assigned records and reports.

Modern office practices, procedures and equipment.

Principles of eligibility termination.

Income calculation procedures.

Head Start program policies as necessary.

Record-keeping and report preparation techniques.

Operation of a computer and assigned software.

Oral and written communication skills.

Correct English usage, spelling, grammar, vocabulary and punctuation.

Interpersonal skills using tact, patience and courtesy.

Telephone techniques and etiquette.

Basic research methods.

Basic math.

Bilingual skills in a designated second language.

**ABILITY TO:**

Interview effectively and obtain occupational, financial, educational, and health status information.

Learn department and program objectives and goals.

Enter, edit, validate and maintain data management systems and systematic records related to assigned functions.

Operate a computer using specialized data management systems and assigned software.

Demonstrate the skills necessary to accurately obtain, evaluate and verify information to determine initial or continued eligibility for participation in the assigned program.

Demonstrate the skills necessary to interpret federal and State regulations and guidelines.

Assure program activities comply with State and federal contract obligations, guidelines and regulations.

Maintain records and prepare mandated, routine and specified reports and updates.

Demonstrate proper assessment procedures associated with family relationships and situations.

Interpret, apply and explain rules, regulations, policies and procedures.

Communicate effectively both orally and in writing in English and designated second language.

Establish and maintain cooperative and effective working relationships with others.

Work independently with little direction as needed.

Perform various clerical duties.  
Perform basic math.  
Meet schedules and time lines.  
Drive a vehicle to conduct work as needed.

**EDUCATION AND EXPERIENCE:**

*Any combination equivalent to:* Graduation from high school and two years of office experience, involving public contact and record-keeping.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California Class C driver's license.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.

**PHYSICAL DEMANDS:**

Dexterity of hands and fingers to operate a computer keyboard.  
Walking short distances on a regular basis.  
Sitting or standing for extended periods of time.  
Hearing and speaking to exchange information.  
Seeing to read a variety of a materials.  
Bending at the waist, kneeling or crouching to file and retrieve materials.  
Lifting and carrying light objects.

Approved by Personnel Commission: December 14, 2016



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Kristin Olson  
Director-Classified Personnel Services

Date: 12/14/16