



Enrollment Specialist

Job Description

Company Background: 2-1-1 Orange County is a non-profit agency, serving as the comprehensive information and referral system for the county. 211OC provides a resource database of health and human services and support, accessible 24 hours a day, 7 days a week online and through our multi-lingual hotline, connecting people quickly and effectively to existing programs and disaster response information. 211OC also serves as the HMIS Lead Agency for Orange County, managing the Homeless Management Information System (HMIS) database.

Position: Under the direction of the Enrollment Coordinator, the Enrollment Specialist is primarily responsible for helping people over the phone assess their eligibility and successfully apply for benefit programs including, but not limited to: CalFresh (known federally as Supplemental Nutrition Assistance Program or SNAP), Medi-Cal, Low Cost Utility Assistance, California Alternative Rates for Energy Program (CARE) and other approved application processes.

Benefits: Eligible

Status: Non-Exempt, Full-Time

Wage: Commensurate with Experience

Reports to: Director, Information & Referral

Supervises: None

Work Schedule: Must be able to commit to working 40 hours per week, typically Monday - Friday. Schedule will change as needed, and flexibility is required.

Education/Experience:

- High School Diploma or BA/BS Degree
- Prior experience providing enrollment services or related experience in the human service field is desirable.

Required Skills:

- Must be Bilingual (English and Spanish– verbal and written)
- Active listening and assessment skills
- Excellent customer service skills
- Computer competency
- Independent decision making skills
- Professional communication skills (verbal and written)
- Possess skills in proper telephone etiquette
- Ability to maintain a calm and sensitive demeanor

Primary Duties:

- Become an expert in food resources in Orange County.
- Persuade clients to apply for entitled benefits.
- Screen for program eligibility using assigned screening tools in a call center environment.
- Schedule appointments to perform enrollment services in an electronic appointment system.
- Help eligible people over the phone and in-person apply for benefits through MyBenefits CalWin (online), which includes answering questions on their behalf, obtaining consent and uploading images of their documentation.
- Maintain tracking and reporting for enrollment programs and referral services.
- Conduct client follow-up to ensure continuation of benefits.
- Develop expert working knowledge of 211 OC's software including but not limited to the: resource database, telephony, appointment, and MyBenefits CalWin software.
- Troubleshoot unavailability of services through expert knowledge and navigation of the 211 OC resource database and through teamwork with other I&R Specialists and the Resource Department.
- Perform other duties as assigned.

Secondary Duties:

- Assess participant's immediate needs and provide information & referral to appropriate resources.
- Participate in food-related meetings and collaborations.
- Prepare data reports on client eligibility, appointments, submittals and approvals.
- Advocate on behalf of clients who have been denied services.
- Attend outreach events and resource fairs to promote the CalFresh program and 211OC services.
- Troubleshoot basic technological failures.
- Work with appropriate vendors to respond to technological failures affecting the Information & Referral Department.
- Provide support to other departments as needed, including statistical/data/reporting and general office.
- Perform other duties as assigned.

Physical Activity: In the course of performing this job, the incumbent typically spends time sitting, walking, standing, listening/speaking, writing and operating a personal computer. May be required to drive an automobile or use public transportation to attend meetings within the community. He or she is expected to lift and carry office records and supplies up to 50 lbs on an occasional basis. Reasonable accommodations may be arranged to enable individuals with disabilities to perform essential duties of the job.

To Apply: Send your resume; and a cover letter expressing your interest in the position and detailing the experiences and skills that make you a good fit for the position to Amy Arambulo at aarambulo@211oc.org and Nancy Gonzalez at ngonzalez@211oc.org.

2-1-1 Orange County is an Equal Opportunity Employer