

Division of Family Resources

Jumpstart your Career

Knowledge Services has great opportunities available for customer service focused individuals who want to make an immediate impact on their community with the Family & Social Services Administration - Division of Family Resources (DFR).

These positions are long-term, full-time assignments (M-F 8am-4:30pm) that offer benefits, paid time off, and opportunities for advancement. Knowledge Services has opportunities available in DFR offices across the state of Indiana, in all 92 counties.

Eligibility Assistant

Eligibility Assistants provide general office support and assistance for case workers and clients applying for public assistance.

Responsibilities:

- Welcome all on-site visitors and determine nature of business
- Review client information for accuracy
- Assist with computer applications
- Schedule client appointments
- Maintain fax machines and copier functions
- Answer and direct incoming calls
- Maintain daily activity reports

Qualifications:

- Desire to help others
- Strong customer service background
- Ability to maintain confidentiality
- Handle conflict in a calm manner
- Reliable and dependable in the workplace
- Proven job stability
- High School Diploma or GED required
- Clean criminal background

Eligibility Specialist

Eligibility Specialists are responsible for assisting in the processing of applications from Indiana residents who are requesting public assistance.

Responsibilities:

- Accurately gather data for all relevant assistance programs
- Verify income, assets, medical forms, and other financial/legal documents
- Review regulations and program requirements with clients
- Utilize automated program to determine eligibility of state assistance programs
- Data entry into state databases
- Respond to all inquiries in a timely manner via phone or email

Qualifications:

- Highly organized team-player
- Strong organization and communication skills
- Independent worker who is a self-starter
- Solid computer skills, Microsoft Office proficiency
- High School Diploma or GED required, Bachelor or Associate degrees in Counseling or Social Services preferred
- 2 years' experience in a social service environment, state or local government preferred

Apply now or speak with one of our recruiters!

dfr-knowledgeservices.icims.com/jobs/search | DFRrecruiting@knowledgeservices.com