



# WAYNE COUNTY Job and Family Services

**County Commissioners**

Jonathan Hofstetter  
Dave McMillen  
Matt Martin

**Director**

Lisa Gunnels

Phone (330) 287-5800

Fax (330) 287-5899

Toll Free 1-877-612-5800

waynecountyjfs@jfs.ohio.gov

www.waynecountydjfs.com



356 W North Street

P.O. Box 76

Wooster, OH 44691



## EMPLOYMENT OPPORTUNITY

**A VACANCY EXISTS FOR AN**

**Eligibility Referral Specialist 2**

**IF YOU ARE INTERESTED IN THIS POSITION, PLEASE SUBMIT A RESUME NO  
LATER THAN 4:30 p.m. on Monday, April 13, 2026.**

**RATE OF PAY:     \$ 21.16**

**DATE POSTED:    March 30, 2026**

**Duties and qualifications are described on the attached  
Position Description and Essential Function Statement.**

~~~~~

**Please submit Resume to:**

**WCDJFS, Attn: Director, P. O. Box 76, Wooster, OH 44691**

**OR hand deliver to WCDJFS, 356 W. North Street, Wooster, OH 44691**

**Wayne County is an Equal Opportunity Employer**

# IM POSITION DESCRIPTION

OHIO DEPT. OF ADMINISTRATIVE SERVICES PERSONNEL DIVISION

AGENCY: WAYNE COUNTY DEPT. OF JOB AND FAMILY SERVICES  
UNIT: INCOME MAINTENANCE

( ) State Agency (x) County Agency ( ) New Position ( ) Change COUNTY OF EMPLOYMENT: WAYNE

USUAL WORKING TITLE OF POSITION ELIGIBILITY/REFERRAL SPECIALIST 2 POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR ELIGIBILITY REFERRAL SUPERVISOR 1

NORMAL WORKING HOURS (Explain unusual or rotating shift) 7:30 a.m. to 4:30 p.m. (Monday through Friday)

JOB DESCRIPTION AND WORKER CHARACTERISTICS

| % | Job Duties in order of importance | Minimum Acceptable Characteristics |
|---|-----------------------------------|------------------------------------|
|---|-----------------------------------|------------------------------------|

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                   |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 40 | Interviews public assistance applicants to determine their initial eligibility for a variety of public assistance programs. Verifies information given by the client; explains all programs; approves or denies applications; informs client of hearing rights and client's responsibilities. Makes referrals to Benefit Recovery Unit as needed. Processes all work following Case Banking team procedures (i.e.: Reapp team/Intake team/ Call Bank team/Change Processing & Alerts team). Analyze data to ensure computerized eligibility system correctly determines eligibility based on Policy. Ability to override computer system when necessary to achieve correct applicant eligibility. Note: eligibility processing shall be done using a digital imaging system for documentation and a computer-based system for client scheduling. Assists, interviews and screens incoming clients; prepares cases in state computer systems; schedules interview appointments; issues appointment letters; screens for expedited Food Assistance eligibility | Knowledge of office practices and procedures; interviewing techniques; computer operations; public assistance rules and regulations. Ability to extract information from various sources; understand manuals and verbal instructions; work independently; read, copy and record figures; use computers and digital imaging system |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|    |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                       |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 40 | Maintains communication with ongoing public assistance clients to determine their continued eligibility for public assistance following the same procedures as listed in the paragraph above. May require face to face contact with customer. | Knowledge of computer operations and public assistance rules and regulations. Ability to interpret policies and procedures; give or exchange routine information; perform intermediate math; complete forms; sort and file materials. |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|    |                                                                                                                                                                                                  |                                                               |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| 10 | Refers clients for other assistance to units in-house or agencies in the community. Ability to determine additional needs of Public Assistance applicants and counsel them in crisis situations. | Knowledge of interviewing principles; public relations issues |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|

|   |                                                                                                                                                                    |                                                                                                                                               |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| 5 | Attends hearings and meetings regarding public assistance issues/cases and/or employment issues. Attends workshops, training sessions and conferences as required. | Knowledge of public assistance rules and regulations. Ability to exchange facts and answer inquiries dealing with public assistance programs. |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|

|   |                           |                                                                           |
|---|---------------------------|---------------------------------------------------------------------------|
| 5 | Other duties as assigned. | Ability to absorb, retain and explain procedures or situations to others. |
|---|---------------------------|---------------------------------------------------------------------------|

**The incumbent in this position, in order to carry out the primary job duties, enters and retrieves data from the statewide computer systems. \***

\*Acquired after employment

List Position Numbers and Class Titles of positions directly supervised. SIGNATURE OF AGENCY REPRESENTATIVE DATE

EEO CLASS 03 CLASSIFIED

Lisa S. Gunnels, Director



Phone (330) 287-5800  
Fax (330) 287-5899  
Toll Free 1-877-612-5800



waynecountyjfs@jfs.ohio.gov  
www.waynecountydjfs.com

356 West North Street  
P.O. Box 76  
Wooster, OH 44691



**County Commissioners**

Jonathan Hofstetter  
Dave McMillen  
Matt Martin

**Director**

Lisa Gunnels

**ADDENDUM TO POSITION DESCRIPTION**

**Classification: ELIGIBILITY/REFERRAL SPECIALIST 2**

**PCN: \_\_\_\_\_**

A. The incumbent in this position, in order to carry out the job duties, enters and retrieves data from the statewide computer system using a PC; ascertains accuracy of the turnaround information generated by the computer and the consistency of that data with current public assistance policies, rules and regulations.

**B. ESSENTIAL FUNCTIONS FOR PURPOSES OF 42 USC 12101 AND OAC 4112-5-08:**

1. Must be able to learn, apply and adapt to changing public assistance regulations and agency policies.
2. Must be able to effectively interview clients, identify employment barriers and assist clients\* in overcoming them.
3. Must be able to identify and refer clients to appropriate services in the agency and community.
4. Must maintain accurate and up-to-date records.
5. Must demonstrate regular, punctual and predictable attendance.
6. Must accomplish duties in a timely manner.
7. Must cooperate with co-workers and the general public in a courteous manner.
8. Performs related duties as assigned.

\*Face-to-face contact with clients may include some exposure to contagious/infectious diseases, blood and other body fluids or wastes. Clients may be angry/uncooperative, and/or have poor personal hygiene.

APPROVED:

\_\_\_\_\_  
Lisa S. Gunnels, Director

\_\_\_\_\_  
Date

REVISED 09.02.2025