



CONTRA COSTA COUNTY

HUMAN RESOURCES DEPARTMENT

651 Pine Street, 2nd Floor • Martinez, CA 94553
24-hour Job Hotline (925) 335 - 1700 • TTY or TDD (800) 735 - 2929
www.cccounty.us/hr

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FINAL FILING DATE: March 6, 2015

WRITTEN EXAMINATION: To Be Announced

ELIGIBILITY WORKER I

Monthly Salary Range \$2,762 - \$3,358

THE POSITION

The Employment and Human Services Department is recruiting for Eligibility Worker I with the anticipation of filling multiple vacancies within the department. Individuals appointed to these positions may be assigned to any of the department offices which are located in Richmond, Pleasant Hill, Hercules, and Antioch. Eligibility Workers learn a variety of State and Federal programs and receive training to work effectively with program participants. Eligibility Workers provide information, assistance, and careful review of the necessary documents to establish participant records using computer and manual systems. They also participate in the overall goal to assist participants and support them in ultimately becoming self-sufficient.

Eligibility Worker I is a flexibly-staffed classification and may advance after a satisfactory probation period to: Eligibility Worker II (\$3,211 - \$3,903).

Selected candidates are required to complete approximately eleven (11) weeks of intensive classroom style training. After successful completion of classroom training, individuals will be assigned to any of the department offices located in Richmond, Pleasant Hill, Hercules, and Antioch. Classroom instruction will include: Interviewing Techniques; Understanding computer applications; Programs: CalWORKs, Medi-Cal, General Assistance, Foster Care and Food Stamps; Residency/Citizenship; Budgeting; Civil Rights and Phone Etiquette. **The department has a strong interest and need to fill some bilingual Eligibility Worker I positions. Qualified persons who speak Spanish, Laotian, Vietnamese or other languages are encouraged to apply. A monthly salary bilingual pay differential is paid to employees in assignments requiring bilingual proficiency.** The employment list established by this recruitment may remain in effect for six (6) months.

MINIMUM QUALIFICATIONS

License Required: Candidates must possess throughout the duration of employment a valid California Motor Vehicle Operator's License. Out of State valid Motor Vehicle Operator's License will be accepted during the application process.

Education: Possession of a high school diploma or G.E.D. equivalency or a high school proficiency certificate.

Experience: Either: One (1) year of full-time (or the equivalent of full-time) office support experience which has included substantial public contact or one (1) year of full-time (or the equivalent of full-time) experience with responsibility for processing documents relating to: loans, financial assistance, unemployment, veterans benefits, insurance benefits, health benefits and/or social services programs.

Substitution: Completion of 60 semester or 90 quarter units from an accredited college or university may be substituted for a maximum of six (6) months of the required experience in above options.

PLEASE NOTE: ALL CANDIDATES SHOULD CAREFULLY REVIEW THE DETAILED JOB DESCRIPTION FOR THIS POSITION AND APPLY ONLY IF THEY CLEARLY MEET THE MINIMUM QUALIFICATIONS STATED ABOVE. All applicants who are using the "Substitution for Six (6) Months of Experience" option must submit an official or unofficial transcript of grades verifying completion of all required units. Applicants who have attended a foreign or non-U.S. accredited university or college must provide proof of education evaluation completed by an educational evaluation service affiliated with the National Association of Credentials Evaluation Services (NACES) with transcripts.

A completed Supplemental Questionnaire is required.

SELECTION PROCESS

- 1. Application Filing:** Applicants, including County Employees, are to apply on-line at www.cccounty.us/hr, or, a completed Contra Costa County application and supplemental questionnaire must be received or postmarked by the final filing date listed above. All applicants must clearly demonstrate that they meet the minimum requirements provided on the job announcement. Resumes may not be substituted for the official County application. **Paper, faxed or late applications WILL NOT be accepted.**
- 2. Application Evaluation:** Depending on the number of applications received, an Application Evaluation Board may be convened to evaluate and select the best-qualified candidates for invitation to the next phase of the examination.
- 3. Written Examination:** A written examination will be administered to all qualified candidates. The test is designed to evaluate candidates in job-related areas such as: reading comprehension, interpreting data on forms, grant calculations and arithmetic. Candidates must attain a passing rating of 70 which may be an adjusted score. Eligibles will be grouped into one of three bands (A, B, or C bands) based on test scores and any applicable veteran's credits (**Weighted 100%**).

Conviction History Form and Fingerprinting: As part of the application and selection process, an applicant may be required to complete a Conviction History Form and submit to fingerprinting. Please note that the Conviction History Form should only be submitted when requested.

The Human Resources Department may change the examination steps noted above in accordance with the Personnel Management Regulations and accepted selection practices.

OPEN ONLY: March 2, 2015 – OP

Exam Number: XHWA-2015A

AN EQUAL OPPORTUNITY EMPLOYER

It is the policy of Contra Costa County to consider all applicants for employment without regard to race, color, religion (including religious dress and grooming practices), sex (including pregnancy, childbirth, breastfeeding, and related medical conditions), national origin (including language restrictions), ethnicity, age (over 40), disability (including physical or mental disabilities, HIV, and AIDS), sexual orientation, gender, gender identity, gender expression, marital status, ancestry, medical condition (including genetic characteristics, cancer, and a record or history of cancer), genetic information, military or veteran status.

BENEFITS & APPLICANT INFO

CONTRA COSTA COUNTY

Contra Costa County was incorporated in 1850 as one of the original 27 counties of the State of California. It is one of nine counties in the San Francisco-Oakland Bay Area and covers approximately 733 square miles. The County has one of the State's most heterogeneous populations, rich in ethnic, cultural and socioeconomic diversity. With a current population slightly in excess of 1,000,000, Contra Costa County is the ninth most populous county in California. The City of Martinez is the County seat of Contra Costa County and the location of the County's administrative offices.

Contra Costa County includes varied urban, suburban, industrial, agricultural and port areas and contains 19 incorporated cities. A large part of the County is served by the San Francisco Bay Area Rapid Transit District (BART) which has helped to enable significant residential and commercial development. Prestigious public and private academic institutions, including Stanford University, University of California at Berkeley, University of San Francisco, University of the Pacific, and various California State University campuses, are within driving distance from the County seat of Martinez.

Contra Costa County employs more than 9,000 individuals and provides a full range of services through 25 County Departments divided into service areas such as: Public Protection, General Government, Health and Human Services, Growth Management, Special Districts and Authorities. Our employees are what make Contra Costa County a great place to work and we invite your interest in joining our team!

EMPLOYMENT INFORMATION

WHO MAY APPLY: Applicants must clearly demonstrate that they meet the minimum requirements provided on the front of the job announcement by submitting a complete employment application by the final filing date. The job announcement may require that a supplemental questionnaire be filed along with the employment application. The job announcement may also require the presentation of an official college transcript or copy of a license. United States citizenship is not required unless specifically listed under the minimum qualifications. Individuals offered employment by Contra Costa County will be required to show documentation as proof of identity and eligibility to work in the United States as a condition of employment.

HOW TO APPLY: All applicants, including County employees, are to apply on-line at www.cccounty.us/hr and submit the required information as indicated on the job announcement. Resumes are encouraged but may not be substituted for the official application. It is the applicant's responsibility to meet final filing deadlines noted on the job announcement and late applications will be disqualified. If you do not have access to a personal computer, you can apply on-line at any of the 26 community libraries located throughout Contra Costa County. To access community library locations and hours of operation, or to reserve a computer with a library card, please contact the Contra Costa County Library at (1(800) 984-4636 or <http://libonline.ccclib.org/mainpageNew.htm>, or the Richmond Public Library at 1(510) 620-6561.

REASONABLE ACCOMMODATIONS: Contra Costa County is committed to providing reasonable accommodation to applicants as required by the Americans with Disabilities Act (ADA) and the Fair Employment and Housing Act (FEHA). Contra Costa County requires applicants to provide supporting documentation to substantiate a request for reasonable accommodation. In order to qualify for a reasonable accommodation, applicants must have a disability/medical condition pursuant to the ADA, FEHA or other applicable statute. Qualified individuals with disabilities who need a reasonable accommodation during the application or selection process may contact the Human Resources Department prior to the final filing date. The California Relay Service (CRS) is available for individuals with hearing and/or speech impairments. To relay a message from a Text Telephone (TTY) or Telecommunications Device for the Deaf (TDD), please call 711 or 1(800)735-2929.

VETERANS' PREFERENCE CREDITS: Veterans participating in open examinations who have received an honorable discharge and/or are disabled may be allowed an additional 5% of their total earned score (provided the exam is otherwise successfully completed). To obtain this credit, veterans must provide a DD214, which indicates honorable discharge, and if applicable, proof of disability, with each application before the final filing date.

SENIORITY CREDITS: Employees participating in promotional examinations for represented classifications may be allowed up to an additional 5% of their total earned score (provided the exam is otherwise successfully completed).

HIRING PROCEDURES: Appointment to positions in the Merit System shall be by competitive examination. The Human Resources Department is responsible for administering and coordinating recruitment, developing examinations, administering and scoring examinations, and generating eligible lists for use by hiring departments throughout the County.

PRE-EMPLOYMENT PROCESS: Candidates under final consideration for employment with the County may be required to undergo an employment background / reference check that may include, but is not limited to: employment history, confirmation of educational credentials and degrees, licenses including driver's license, registrations, certificates, and other credentials as part of the appointment process. Some positions, depending on the nature of the work, may require a criminal background investigation, including fingerprinting, a credit check, and a pre-employment physical exam, including a drug/alcohol test.

EMPLOYEE BENEFITS

BENEFITS: Contra Costa County offers a wide range of competitive benefit options to meet the needs of our diverse workforce and their families. These benefits include but are not limited to:

For your Health & Welfare Benefits:

- Medical – HMO & PPO Insurance
- Dental – PPO & DHMO Insurance
- Basic Life Insurance
- Supplemental Life Insurance (with optional dependent coverage)
- Health Care Spending Account
- Dependent Care Assistance Program
- Long Term Care Insurance
- Employee Assistance Program

For your Financial Future:

- Short-term Disability Insurance
- Long-Term Disability Insurance
- Retirement Plan – (Defined Benefit Pension Plan and Social Security)
- Deferred Compensation Plan
- Contra Costa Federal Credit Union

For your Work/Life Balance:

- Paid Holidays
- Vacation Accrual
- Sick Leave Accrual
- Management Paid Leave
- Employee Assistance Program
- Drug/Smoke Free Workplace

This information is intended to provide a general summary of benefits available to employees, is subject to change, and is not legally binding. Eligibility is determined by Contra Costa County and offerings may vary by Memoranda of Understanding (MOU) between the County and the employee organization/union representing the employee's job classification or Management Resolutions.



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