

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/depart/hr

"Your Employer of Choice."

*A great place to live...
A great place to work...*

FINAL FILING DATE: September 3, 2010

WRITTEN EXAMINATION: To Be Announced

ELIGIBILITY WORKER I **Monthly Salary Range \$2731 - \$3320** **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 also receive training to work effectively with program participants providing information and assistance to them concerning necessary documents to establish eligibility, how to obtain information from various sources and to carefully review documents related to eligibility for assistance. Eligibility Workers participate and assist in the overall goal to assist participants and support them in ultimately becoming self-sufficient. They also learn how to establish, develop and review participant records using computer and manual systems.

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 differential of one hundred dollars (\$100) per month is paid to employees in assignments which require bilingual proficiency.

MINIMUM QUALIFICATIONS

License Required: Possession of a valid California driver's license.

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

Experience: Either 1) One (1) year of full-time (or the equivalent of full-time) office support experience which has included substantial public contact or 2) 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 option 1) or 2)

SELECTION PROCESS

- 1. Application Filing:** Applicants are encouraged 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. Resumes may not be substituted for the official County application. An application may be obtained by visiting our office at 651 Pine St., 2nd floor, Martinez, CA 94553 or the County application can be mailed to you by sending a self-addressed stamped envelope to the above address. Please see the list of additional locations on "HOW TO APPLY" on the reverse side of this announcement.
- 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. To pass the written test, candidates must attain a rating of 70 which may be an adjusted score. **(Weighted 50%)**
- 4. Oral Examination:** An oral interview will be conducted by a Qualifications Appraisal Board in Martinez, Ca. The Board will evaluate candidates in job-related areas. Candidates must receive a rating of at least 70 from a majority of the Board members to be ranked on the employment list. **(Weighted 50%)**

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

OPEN ONLY: 8/30/10-TS/sw

Exam Number: XHWA-2010

ELIGIBILITY WORKER I

AN EQUAL OPPORTUNITY EMPLOYER

IT IS THE POLICY OF CONTRA COSTA COUNTY NOT TO DISCRIMINATE BECAUSE OF RACE, RELIGIOUS CREED, COLOR, NATIONAL ORIGIN, ANCESTRY, PHYSICAL OR MENTAL DISABILITY, MEDICAL CONDITION, MARITAL STATUS, SEX, AGE OR SEXUAL ORIENTATION

BENEFITS & APPLICANT INFO

CONTRA COSTA COUNTY

Contra Costa County's 750 square miles are located ideally near the San Francisco Bay Area. It has a temperate climate, beautiful geographical setting and shares in California's continuing growth. Over 850,000 residents reside in the varied suburban, industrial, agricultural and port areas of the County and enjoy outdoor recreational facilities ranging from boating, water skiing, fishing in the Bay and Delta waterways, to golfing, hiking, horseback riding and camping in Mt. Diablo State Park. Cultural resources include numerous local theatre, art and music centers as well as vast cultural and recreational resources in Oakland, San Francisco and the East Bay. Colleges include Saint Mary's, John F Kennedy University and three community colleges-Los Medanos (East County), Diablo Valley (Central County) and Contra Costa College (West County). The Berkeley Campus of the University of California is within an hour's drive from the County Seat of Martinez.

EMPLOYMENT INFORMATION

WHO MAY APPLY - Applicants must possess the minimum qualifications by the final filing date. This information is given on the front of the job announcement. United States citizenship is not required unless specifically listed under the minimum qualifications. Contra Costa County is committed to providing equal employment opportunity and no person applying for employment shall be discriminated against on the basis of race, national origin, gender, disability, age, or other unlawful discrimination. It is the policy of the County to provide reasonable accommodation, when needed, for otherwise qualified disabled employees and applicants for employment.

If you have a mental or physical condition that may be protected by law and require special accommodation in the application or testing process, please contact Human Resources.

California Relay Service (CRS) is available for Hearing and Speech Impaired users. To relay a message from a text telephone type (TTY) or Text Deaf and Disabled (TDD) call 1 (800) 735-2929

HOW TO APPLY - Apply on-line at www.cccounty.us/depad/hy. 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, please contact the Contra Costa County Library at 1-800-984-4636, or the Richmond Public Library at 510-620-6557. With a library card, you may also reserve a computer in advance by phoning the Contra Costa County Library or visiting the website <http://www.ccclb.org/> and by visiting the Richmond Public Library website <http://www.ci.richmond.ca.us/index.asp?NID=105>. You may also apply on-line and receive a full range of services to help you find a job at any of the EASTBAY-Works One-Stop Career Centers. Visit their website at: <http://www.ehsd.org/work/work010.html>

Paper application forms may be obtained from the Human Resources Department, or by calling (925) 335-1700. Completed applications must be mailed to the Martinez office and must be postmarked no later than the filing date. Resumes are encouraged but may not be substituted for the official application form. It is the applicant's responsibility to meet final filing deadlines and late applications will be disqualified on that basis. All job announcements note the final filing date in the upper left hand corner. For applications and filing information call: (925) 335-1700.

VETERANS' PREFERENCE CREDITS - Veterans who have received an honorable discharge and disabled veterans may be allowed an additional 5% of their total earned score in an open examination (provided the exam is otherwise successfully completed). To obtain this credit, veterans MUST pro-

vide a DD214, which indicates honorable discharge, and if applicable, proof of disability, WITH EACH APPLICATION BEFORE THE FINAL FILING DATE.

SENIORITY CREDITS - Employees 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 - Employment lists are established by ranking candidates according to their overall scores in this examination. The candidates must be successful in each part of the examination. To fill each vacancy, the hiring department will request that names be certified from the employment list and will make a selection from this list. Employment lists remain in effect for two years except as otherwise determined by the Director of Human Resources. A pre-employment health examination may be required prior to employment. In compliance with the Immigration Reform and Control Act of 1986, individuals offered employment by Contra Costa County will be required to show documentation as proof of eligibility to work in the United States as a condition of employment.

EMPLOYEE BENEFITS

SALARY - The starting salary is the first rate shown on the announcement. Advancement to the higher steps of the salary level is in accordance with Salary Resolutions of the Board of Supervisors.

WORKING CONDITIONS - Five days, 40 hours per week are the basic hours of employment. Time and one-half is paid for overtime for eligible employees and certain job classifications receive a 5% differential per hour for shift work.

EARNED TIME OFF - Holidays: An average of 13 holidays per year. Vacation: depending upon the classification in which employed, employees earn either two or three weeks vacation each year. Sick Leave: Twelve working days sick leave are accumulated each year; credits are accumulated indefinitely.

AGENCY SHOP REQUIREMENTS - Some job classifications are in collective bargaining units, the employees of which are required to join a union or pay an equivalent service fee.

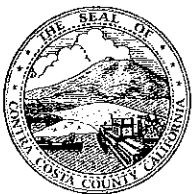
INSURANCE - Eligible employees may select health and/or dental plans which include Health Maintenance Organization (HMO) and Preferred Provider Organization (PPO) options for employees and dependents. A term life insurance policy is included with any health and/or dental plan enrollment.

RETIREMENT AND DEFERRED COMPENSATION - The County retirement program includes the benefits under the County Employees Retirement Law of 1937 and Social Security. A deferred compensation plan is available at the employee's option.

EMPLOYEE WELLNESS - The Employee Wellness Program is a countywide health promotion program designed to support and promote the health and well being of County employees. Programs include: quarterly Wellness Program newsletters, health screenings and assessments such as blood pressure and body composition analysis, health fairs, voluntary quarterly blood drives, fitness and wellness challenges, and special classes and seminars on a variety of health topics.

CREDIT UNION - Offers systematic savings and loans at low interest.

DRUG/SMOKE FREE WORKPLACE - Contra Costa County is a smoke-free workplace. It is also an objective of Contra Costa County to achieve a drug-free County workplace. Any applicant for County employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the laws of the State, the rules governing County employment and the special trust placed in its employees.



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