

**ROWAN COUNTY  
HUMAN RESOURCES**

**JOB DESCRIPTION**

**Job Title** : Income Maintenance Technician  
**Department**: Social Services  
**Revised** : March 2015

**Class** : Paraprofessional  
**FLSA** : Non-exempt

*This job description supersedes any prior description for the Income Maintenance Technician classification.*

**GENERAL DESCRIPTION**

Supportive role to the staff of the Income Maintenance Division. Assists with varied clerical functions, research, and correspondence with clients regarding eligibility redeterminations. Work is performed under the supervision of an Income Maintenance Supervisor. Work is reviewed through observation, evaluation, and periodic conferences.

**ESSENTIAL JOB FUNCTIONS** (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Logs in and reviews mail-in applications for completeness, returns incomplete applications to the applicant, and scans completed applications into the computer system to be assigned to an IM Caseworker.

Researches the computer system to determine if an applicant is already receiving assistance and scans documents into the Compass System for the assigned Caseworker.

Prepares packets for recertification reviews to be distributed to the client by mail; sends letters informing clients that a review is due, the information needed from the recipient, and the due date by which the recipient must return the packet. Completes OLV matches and saves these into the electronic document system.

Researches addresses for reviews returned to the agency as undeliverable.

Screens calls from clients and assists them with replacement Medicaid cards, address changes, replacement EBT cards, changes in situation that may affect their eligibility for assistance, and mailing out applications for all programs as requested.

Logs in State appeal requests, submits these requests to the Appeals Section in Raleigh, maintains a log of hearing dates and times, and notifies the IM Caseworker and supervisor.

Assists Caseworkers by mailing letters and other documents to the client and/or to the State. Researches information for Caseworkers when duplicate Social Security Numbers appear on reports and resolves the discrepancies.

Processes some client requests such as adding newborns to existing grants, processing Adult Medicaid for SSI recipients with no other resource, and assisting certain clients in obtaining necessary information to complete applications.

Arranges appointments and obtains necessary information for Caseworkers by telephone.

**OTHER JOB FUNCTIONS**

Issues N.C. fishing licenses to eligible persons receiving public assistance.

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Performs related duties as required.

*Management reserves the right to add or amend duties at any time.*

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of and ability to use the Compass electronic documents system for scanning information to Caseworkers.

Ability to prioritize work, possess efficient time management skills, and to work independently.

Ability to communicate with the public, both orally and in writing.

Ability to understand the needs and problems of clients.

Ability to organize materials.

### **PHYSICAL REQUIREMENTS**

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 35 lbs or less. Work may include extended periods of time viewing a computer video monitor and/or operating a keyboard. Work may include operation of a motor vehicle. Employee may be exposed to hazardous materials.

### **EXPOSURE CONTROL**

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

### **MINIMUM EXPERIENCE AND TRAINING**

Associate Degree in Human Services, Business Administration, Paralegal Technology, or related area; or graduation from high school and two years of paraprofessional or clerical public contact experience which includes negotiating, interviewing, explaining information, gathering and compiling of data, analysis of data, and/or the performance of mathematical or legal tasks; or an equivalent combination of training and experience. Computer skills are desirable.

**This job description does not create an employment contract,  
implied or otherwise.**