

# EFS Specialist



**Cuyahoga Job and Family Services is looking for motivated individuals to join our Eligibility Contact Center as an EFS Specialist/Family Assistance Eligibility Agent**

## **EMPLOYMENT & FAMILY SERVICES SPECIALIST**

**Wage: \$19.22/hour**

### **Overview:**

The EFS Specialist will aid customers who call the Customer Service Center by answering their questions, taking appropriate actions on benefit cases, and reviewing and processing verification forms and applications received through various electronic sources. In addition, the EFS Specialist will conduct interviews to determine eligibility/re-determine eligibility for various federal, state and county programs including but not limited to food assistance, cash assistance, Medicaid, and childcare. There may be opportunities for remote work after successfully completing the probation period.

### **Minimum Requirements:**

Associate degree and at least one (1) year of experience in a public service position or any equivalent combination of education and experience; OR three (3) years relevant direct services experience with Cuyahoga Job and Family Services.

**Learn more about the position and apply now at:**

<https://bit.ly/EFSSpecialist>

**Job ID: 858**



**Cuyahoga County  
Together We Thrive**

For questions regarding this position, contact  
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