

**JOB TITLE – ELIGIBILITY ASSISTANCE PROGRAMS TRAINER**

**HOURS M-F: 8:00 AM – 5:00 PM**

**SUPERVISOR: Director of Eligibility/State Programs**

**SALARY Commensurate with Experience**

**FULL TIME POSITION – REPLACEMENT**

**POSITION DUTIES/RESPONSIBILITIES:** Research/create training materials to maintain the high quality of services offered at our clinics. Update current training materials related to assistance programs offered at our clinics as needed. Seek and gather information regarding effectiveness of completed training materials in order to maintain certifications as needed. Ability to assist in planning and creating/implementing training materials for Eligibility department. Coordinate and implement training for new hires as well for tenured staff. Actively communicate with other department trainers to ensure communication of changes and procedures affecting Eligibility department or other departments. Ability to communicate effectively with management and other departments. Ability to effectively organize and manage multiple projects simultaneously. Strong understanding of business goals and standards for customer service. Provide backup for eligibility screeners when needed. Support assistance to program billing clerk as needed. Active participation with our outreach events to support promotion of services. Proficient using Microsoft Suite. Handle phone calls/complaints in a professional manner.

**REQUIRED EDUCATION, TECHNICAL TRAINING OR EQUIVALENT:** High school diploma or equivalent. College credit hours preferred.

**REQUIRED EXPERIENCE OR SKILLS:** Excellent communication and computer skills; ability to work effectively with person of different cultural and socio-economic backgrounds. Bilingual in English/Spanish.

**CONTACT:** Clara Perez at [cperez@wacofhc.org](mailto:cperez@wacofhc.org)