

ELIGIBILITY TECHNICIAN SUPPLEMENTAL QUESTIONNAIRE

The purpose of this questionnaire is to provide candidates the opportunity to elaborate on their qualifications and experience in specific job-related areas. Your written questionnaire responses and application will be reviewed and rated. Candidates who meet the minimum requirements **and** are the **best qualified** for the position will continue in the exam process.

DIRECTIONS:

1. It is critical that you respond to this supplemental questionnaire completely; however please limit your responses to one page for each question. Indicate your name on each page of your response.
 2. **PLEASE BE ADVISED THAT** although you may possess the minimum requirements for this exam, you are **not guaranteed** advancement in the selection process.
 3. Return your completed application and supplemental questionnaire immediately as the exam may close at any time. **Applications submitted without a completed supplemental questionnaire will not be considered.**
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1. Describe your experience in interacting with: (1) people from various socio-economic and cultural backgrounds; (2) people with various disabilities; (3) people with limited English proficiency; and (4) those who are living under stressful circumstances.
2. Describe a situation where you needed to explain complicated information to someone with limited ability to understand. Were you successful? Why or why not?
3. Describe a work situation where your decision was determined to be incorrect. What was your reaction and what was the result?
4. Maintaining multiple and frequent deadlines is critical to the position of Eligibility Technician. Describe how you prioritize your work and what steps you take when your work falls behind.
5. On occasion, Eligibility Technicians may receive inconsistent information from two or more different sources. Describe a similar situation in your experience and the steps you took to resolve the inconsistency.