

## Government & Public Administra- tion Cluster



*Planning and performing government functions at the local, state and federal levels, including governance, national security, foreign service, planning, revenue and taxation and regulations.*

**Data Sources**  
Bureau of Labor  
Statistics  
CareerInfoNet  
CareerClusters  
The College  
Board  
Tracer

# Eligibility Interviewers, Government Programs

*Government help to Americans in need dates all the way back to the British colonists. The system has gone through many revisions. In the 1930s, Franklin D. Roosevelt's government created solid federal aid programs, and in the 1960s, Lyndon Johnson's government added to those programs. In the 1990s, Bill Clinton started what's called welfare reform.*

Do you enjoy helping people who are disadvantaged? If so, a career as an **eligibility interviewer** may be for you.

**Eligibility interviewers speak with people applying for services such as welfare, unemployment benefits, food stamps and public housing. They gather information from applicants to see if they qualify to receive these services.**

### **Are You Ready To...?**

- Ask questions and make sure applicants' information is accurate
- Explain rules and regulations
- Record information

### **It Helps To Be...**

Someone who enjoys interacting with the public, by phone and in person. You'll do well in this job if you are professional and have a pleasant personality. You'll also want to be comfortable with technology since you'll be entering information about your clients into computers.

### **A Day In The Life...**

- Answer applicants' questions about benefits and claim procedures
- Interview benefits recipients at specified intervals to certify their eligibility for continuing benefits
- Interpret and explain information such as eligibility requirements, application details and payment methods
- Investigate claimants for the possibility of fraud or abuse

### **Salary and Opportunity in the Austin-area**

**Texas Median Hourly Wage:  
\$16.45**

*That comes out to more than  
\$34,208 a year.*

**In 2016, we had  
1,347 Eligibility Interviewers,  
Government Programs.  
By 2026, we'll need 1,477.**

*Could you be one of the 130?*

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# Eligibility Interviewers, Government Programs

## After High School...

In addition to a high school diploma, most employers for eligibility interviewers require an **associate's or bachelor's degree**.



## Top 5 Industries for Eligibility Interviewers, Government Programs

1. Federal Government
2. Local Government
3. State Government
4. General Medical and Surgical Hospitals
5. Individual and Family Services

For more Career Profiles, visit our website:

[http://www.wfscapitalarea.com/YouthServices/  
CareerPlanning.aspx](http://www.wfscapitalarea.com/YouthServices/CareerPlanning.aspx).

## Related College Majors

- Health Services Administration
- Human Resources Management
- Human Services
- Medical Records Administration
- Office Management
- Social Work

## Related Industry Certifications

- Health Information/Medical Records Technology/Technician
- Medical Insurance Coding Specialist/Coder
- Job Seeker Services—Professional Certification
- Loan Officer Certification

## Related Careers

- Administrative Assistants and Secretaries
- Child, Family and School Social Workers
- Human Resources Assistants
- Human-Service Assistants
- Loan Officers and Counselors
- Rehabilitation Counselors

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