



INTERNAL VACANCY ANNOUNCEMENT

DEPARTMENT OF HUMAN SERVICES
1390 MILLER STREET #202
HONOLULU, HAWAII 96813

POST ONE COPY ON EACH BULLETIN BOARD INCLUDING SITE OF VACANCY AND CIRCULATE ONE COPY AMONG ALL EMPLOYEES OF EACH BULLETIN BOARD'S LOCALE.

Post By: December 29, 2025

If you would like to be considered for the vacancy listed below, your application must be received in the Human Resources Office by January 8, 2026.

VACANCY NOTICE: #25-156

POSITION TITLE: Eligibility Worker IV
AND NUMBER: #1692

LOCATION: Benefit, Employment and Support Services Division, Investigations Office, Restitution Control Staff (**Kapolei**)

SALARY: SR-18 (\$4,742.00 - \$7,020.00 per month)

SUMMARY STATEMENT OF DUTIES:

The primary purpose of this position is to receive, review, and evaluate overpayment claim reports in order to verify proper policy application and accuracy of the computed claim amounts; resolve and correct inconsistencies, omissions or other discrepancies in overpayment reports; and identify cases considered appropriate for referral to the Case Control staff for further review and possible investigative assignment. In cases brought before the court for civil collection actions, the incumbent of this position testifies concerning the collection requirements of State and Federal regulation and the accuracy and appropriateness of the amounts to be collected.

MINIMUM QUALIFICATION REQUIREMENTS:

Basic Education/Experience Requirements:

Applicants must possess experience which demonstrated a high degree of verbal skill and the ability to read, comprehend and apply written directions and perform basic mathematical computations, including percentages and averages. This experience may be met from part-time and/or unpaid work. There must, however, be evidence that participation was on a continuous basis but not necessarily on a full-time normal work basis. This requirement may also be met by possession of a high school diploma, or equivalent.

Experience Requirements:

In addition to the above, applicants must have had progressively responsible experience of the kind and quality described below and in the amounts shown below:

General Experience:

Three (3) years of experience which involved public contact work that required providing information, answering questions and inquiries, and explaining policies, rules, and regulations in person or by telephone; and utilizing a computer to retrieve and enter data.

Applicants must clearly indicate on their application how their duties and responsibilities involved working with the public, explaining policies, rules, and regulations, and using the computer to retrieve and enter data.

Examples of qualifying work experiences are: (1) a para-professional who maintained close and continuing relationships with clients; and (2) customer service representative who interfaces with the public to resolve problems; and, (3) a para-legal assistant or life insurance salesperson who has established a positive relationship with clients in providing and eliciting information and in providing advice/guidance.

Examples of non-qualifying work experience include: experience as a retail store sales cashier, general office clerk, car insurance salesperson, or service station attendant.

Specialized Experience:

Three (3) years of progressively responsible work experience which demonstrated knowledge of philosophy, goals, functions, and standards of services for public assistance programs and the ability to perform eligibility determination work. At least one (1) year of the experience must have provided the applicant with the knowledge and ability to apply regulations, policies, and procedures of the pertinent public assistance program(s) in which the vacancy exists.

Applicants must indicate on their application the public assistance program(s) they worked with (i.e., medical, financial, SNAP, etc.)

SUBSTITUTIONS ALLOWED:

Successful completion of thirty (30) semester credit hours of coursework from an accredited college or university may be substituted for the General Experience on a year-for-year basis.

Applicants should submit a copy of their transcript or diploma at the time of application.

QUALITY OF EXPERIENCE:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

WHO MAY APPLY:

All DHS employees who are members of the State's civil service. Acceptance of applications shall be in accordance with the State Human Resources Policies and Procedures in effect at the time of application.

HOW TO APPLY:

- 1) Obtain the **HRD 315A (Rev. 7/2018)**, "Competitive Internal Recruitment" application from your administrative assistant (e.g., HPHA, HYCF, etc.) or from the DHS Portal Human Resources Recruitment Resources page.
- 2) Complete the application, specifying the vacancy notice number and position title of the position for which you are applying. Provide complete and specific information related to your educational and work experiences which fulfill the requirements of the position.
- 3) **Submit a separate application for each vacancy notice number.** A legible photocopy of your application with current information and an **original signature** is acceptable.
- 4) Submit the application(s) and other required documentation to the DHS Human Resources Office at the address below. **Applicants are responsible for ensuring that their applications are filed with the Human Resources Office on a timely basis.**

CAUTION:

IN ORDER TO BE CONSIDERED, YOUR APPLICATION MUST INCLUDE AN ORIGINAL SIGNATURE. UNSIGNED APPLICATIONS OR APPLICATIONS WITHOUT AN ORIGINAL SIGNATURE WILL BE CONSIDERED INCOMPLETE. INCOMPLETE APPLICATIONS AND/OR APPLICATIONS SUBMITTED ON THE WRONG FORM WILL BE REJECTED.

WHERE TO FILE:

Mail to:	Department of Human Services Human Resources Office/RES P.O. Box 339 Honolulu, Hawaii 96809	Messenger/ Walk in:	Department of Human Services Human Resources Office/RES Liliuokalani Building 1390 Miller Street, Room 202
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Email to: res@dhs.hawaii.gov

NOTE:

APPLICATIONS ARE ACCEPTED IN THE DHS HUMAN RESOURCES OFFICE BETWEEN 7:45 A.M. AND 4:30 P.M., MONDAY THROUGH FRIDAY. APPLICATIONS SENT THROUGH THE MESSENGER OR HAND-CARRIED MUST BE RECEIVED IN THE DHS HUMAN RESOURCES OFFICE NO LATER THAN 4:30 P.M. OF THE CLOSING DATE. APPLICATIONS SENT THROUGH THE POSTAL SERVICE MUST BE POSTMARKED NO LATER THAN 11:59 P.M. OF THE CLOSING DATE. EMAILED APPLICATIONS MUST BE RECEIVED BY 11:59 P.M. OF THE CLOSING DATE.

ELECTRONIC NOTIFICATION TO APPLICANTS:

The Human Resources Office may use electronic mail (email) as a way to notify applicants of important information relating to the status and processing of their applications as part of our ongoing efforts to increase operational efficiency, promote the conservation of green resources, and minimize delays and costs.

Please ensure that your personal email address and contact information you provide on your application is current, secure, and readily accessible to you. We will not be responsible in any way if you do not receive our emails or fail to check your email-box in a timely manner.

EVALUATION AND SELECTION:

All qualified employees will receive consideration for employment in accordance with existing human resources policies, without regard to race, color, religion, sex, age, national origin, disability, marital status, sexual orientation, arrest and court records, or other non-merit factors. Selection will be made according to evaluation of the qualifications of eligible candidates and may include a written examination.

PHYSICAL/MENTAL REQUIREMENTS:

Applicants must be able to physically and mentally perform efficiently the duties of the position. Qualified applicants with disabilities who can perform the essential functions of the advertised position are encouraged to apply. The State of Hawaii is committed to making reasonable accommodations on a case-by-case basis. Applicants seeking reasonable accommodation should be ready to discuss the accommodation sought so that a determination can be made that such accommodation is reasonable and would not cause the employer undue hardship.

CRIMINAL HISTORY RECORD CHECK:

Individuals who accept a conditional offer of employment are required to undergo a criminal history record clearance and other checks, as applicable.

INTERNAL COMPLAINT AND APPEAL:

Internal Complaint: If you do not agree with a recruitment and examination action taken against you from this recruitment, you may file an internal complaint. This must be done by submitting the Department of Human Services Internal Complaint Form, DHS9005 to the Department of Human Services, Human Resources Office within seven (7) working days after the date of the notice. A review will not be conducted if you do not file your complaint within the seven (7) working day limit.

Appeal: If you do not agree with the internal complaint decision or action taken by the Department of Human Services, you may appeal to the State Merit Appeals Board within 20 days from the date of your notice. Persons wishing to file an appeal with the Merit Appeals Board must first complete the Internal Complaint process. Initiating the internal complaint or appeal process shall not suspend or delay the referral of other qualified internal, non-competitive or external, open-competitive applicants, or cause the suspension or reversal of completed applicant selection and appointment(s).