Jordan Marlowe

Public Benefits Eligibility Interviewer

public-benefits-interviewer@example.test · Portland, US

Experience

Public Benefits Eligibility Interviewer

Cedarbank County Access Office | 2022-02 – Present

- Conducted up to 28 interviews a week across telephone and in-person appointments. Summarised applicant statements and attached supporting material to the correct file.
- Helped pilot a plain-language document checklist. Cases requiring a repeat request fell from 17 to 8 files between two comparable samples of 50 completed interviews.
- Flagged conflicting income dates for the case reviewer. Explained the outstanding questions to applicants before arranging a follow-up call.
- Booked interpreters and recorded applicant communication preferences. Sent reminders through the approved contact channel.

Intake Assistant

Stonefern Resident Support Centre | 2019-05 – 2022-01

- Scheduled appointments and checked whether requested documents were visible to the assigned interviewer.
- Reviewed missed appointment lists daily and offered alternate slots when capacity opened.

Languages

English · Spanish

Summary

Interviews residents applying for public benefits. Records applicant statements, explains documentation requirements in plain language and prepares evidence for review. Arranges interpreter support and follows up on outstanding information.

Skills

Structured interviewing · Case documentation · Verification requests · Appointment scheduling · Interpreter coordination

Education

Associate Degree in Public Service

West Lark Community College | 2019