

Job Title	Benefits Specialist (Bilingual - Spanish)
Employer/ Agency	Starlight 1 in 3 Americans who qualify for government benefits never receive them - not because they don't qualify. Because the system is fragmented, manual, and nearly impossible to navigate. Over \$500B flows through outdated, unconnected infrastructure every year. Starlight is building the core infrastructure layer that connects financial institutions and fintechs directly to government benefits - helping underserved households access SNAP, LIHEAP, utility support, and more. We're backed by Caffeinated Capital, Commerce Ventures, Trustage Ventures, Garuda Ventures and mission-driven angels.
Job Description	We're looking for a bilingual Benefits Specialist who is passionate about helping people access the public benefits and resources they need to thrive. This is not a traditional call center or case management role—you will be at the intersection of service delivery, technology, and product development. You will work directly with individuals and families to help them understand, navigate, and apply for benefits programs. At the same time, you'll partner closely with Product, Engineering, and leadership to improve how technology can make benefits access simpler, faster, and more effective. The ideal candidate has experience helping low- and middle-income Americans navigate government benefits programs and is excited about using AI tools to expand access and improve outcomes for millions of people. <i>Benefits Navigation & Client Support</i> • Guide individuals and families through benefits eligibility and application processes • Walk applicants through forms and requirements step-by-step, ensuring they understand each stage of the process • Help people navigate programs such as SNAP, Medicaid, TANF, housing assistance, utility assistance, and other public benefits • Identify barriers to successful applications and help clients overcome them • Provide compassionate, high-quality support throughout the application journey <i>Benefits Expertise</i> • Stay current on federal, state, and local benefits programs, eligibility requirements, and policy changes • Develop and maintain expertise across a broad range of public assistance programs • Create clear documentation, guidance, and resources that simplify complex benefits information • Serve as an internal subject matter expert on benefits processes and applicant experiences <i>Product & Engineering Collaboration</i> • Collaborate with Product and Engineering teams to improve the user experience for benefits applicants • Provide feedback based on what you hear from end-users and your own assessment of what would improve the user experience • Help ensure our technology solutions reflect the realities of how benefits systems actually work <i>AI-Powered Service Delivery</i>

	• Embrace and leverage AI tools to help more people access benefits efficiently and accurately • Identify opportunities where automation and AI can reduce friction for applicants without losing the high-quality experience and human judgment that our customers love • Help train, evaluate, and improve AI-powered benefits assistance workflows <i>Research & Continuous Improvement</i> • Research benefits policies, program changes, and emerging opportunities for applicants • Analyze user feedback and application outcomes to identify trends and areas for improvement • Recommend process improvements that increase successful benefit enrollment • Help build systems, documentation, and best practices as the organization scales
Qualifications	• Professional proficiency in both English and Spanish (written and spoken) required • Experience working in benefits enrollment, social services, case management, legal aid, community-based organizations, or public assistance programs required • Familiarity with programs such as SNAP, Medicaid, TANF, WIC, SSI, housing assistance, or utility assistance • Experience helping individuals navigate and apply for public benefits programs • Deep empathy for low- and middle-income Americans and the challenges they face accessing support • Strong communication skills with the ability to explain complex information clearly and patiently • Comfortable guiding people through detailed application processes step-by-step • Highly organized and detail-oriented—you keep track of requirements, deadlines, and follow-through • Excited about technology and eager to use AI tools to improve service delivery • Strong judgment and problem-solving skills in situations with ambiguity or incomplete information • Comfortable working cross-functionally with Product, Engineering, and Operations teams • Mission-driven and motivated by expanding access to economic opportunity
Salary/Hours	Remote, must be US-based. \$55 - 60k
Application Method	https://get-starlight.notion.site/benefits-specialist-bilingual-spanish
Opening Date	Immediately

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