

**Franklin County Board of Commissioners
Classification Specification & Job Description**

<u>CLASSIFICATION TITLE:</u> Clerical Specialist	<u>CLASS NUMBER:</u> 10015	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Child Support Enforcement Agency	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> New Hire: 180 Days Promotion: 120 Days Lateral Transfer to new department: 60
<u>BARGAINING UNIT:</u> Teamsters	<u>PAY GRADE:</u> T3	<u>POSITION CONTROL #:</u> Varies
<u>POSITION LOCATION:</u> 80 E. Fulton Street Columbus, Ohio 43215	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Support Officer Supervisor (084600)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the Clerical Specialist classification is to provide clerical and administrative assistance to update cases on the computer system with information from applications.

JOB DUTIES:

Perform specialized clerical tasks with a high degree of accuracy and reliability (e.g., research applications to locate existing cases, merge new applications with existing cases, reopen closed cases, etc.). Review and research application of IV-A clients requesting child support services that are generated on the Interface report. Access correct computer screens and take necessary actions to build child support cases, merge applications, or delete applications. Conduct research on applications and/or child support cases that are difficult and complex by utilizing SETS, CRIS-E, FCJS: Anacomp, and/or any other resources available and take actions necessary. Process all applications and/or child support cases within the 20 day time frame mandated by the State.

Communicate with the Department of Job and Family Services staff as needed to have CRIS-E screens updated and/or to request new applications. Communicate with internal staff regarding problem cases. Review reports as needed and forward to appropriate worker to take necessary actions on cases. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of office practices and procedures; agency policies and procedures. Skill in typing; equipment operation. Ability to deal with problems involving several variables in familiar context; calculate fractions, decimals and percentages; copy records precisely without error; copy material accurately and recognize errors; complete routine forms; maintain accurate records; gather, collate and classify information about data or people; answer routine telephone inquiries from public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

A high school diploma or equivalent with six (6) months of clerical experience; or any equivalent combination of training and experience.

Additional Requirements

Must meet background check requirements.

Supervisory Responsibilities

None required.

UNUSUAL WORKING CONDITIONS:

N/A

Acknowledgement of Receipt:

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description

Employee Name

Employee Signature

Date