

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

<u>CLASSIFICATION TITLE:</u> Client Information Specialist (Lead)	<u>CLASS NUMBER:</u> 50101.1	<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> T4	<u>POSITION CONTROL #:</u> 082201
<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 Manager (082000)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the Client Information Specialist (Lead) classification is to provide advanced support and mentoring to lesser experienced client information specialists.

JOB DUTIES:

Provide customer service to the external and internal customers. Answer and assess incoming telephone calls. Provide assistance and information about issues and case statuses. Verify client information to ensure the caller is authorized to receive case information. Transfers calls to appropriate employee. Enter accurate notes into the computer system to inform Support Officers and others. Take change of mailing addresses and employment information. Update cases accordingly or advise Support Officer if caller is providing address information for other party on the case. Mail materials to clients. Update confidential information within established guidelines. Assist in training new staff within unit. Assist in preparing necessary training aids and/or resource guides for CIS staff. Work with the supervisor to identify training needs. Provide leadership within the unit for staff with questions or concerns about specific client questions or interactions.

Greet and determine client needs. Ensure clients are signed in. Contact appropriate department. Take photocopies of client identification. Ensure clients are seen with appointed timeframe. Provide assistance to clients with inquiries regarding procedures and processes. Take client complaints. Resolve problems or complaints. Forward to appropriate individual when needed. Fax forms when needed. Perform routine research to determine proper solutions.

Stock pamphlets, documents, sign-in sheets, applications and business cards. Distribute various forms to clients and employees. Process requests for documents and materials per established procedures. Notarize documents.

Notify appropriate staff members for subpoenas. Notify security of possible threats. Complete/provide work and school excuses for clients. Contact translator for clients. 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 employee training and development; public relations; office practices and procedures; agency policy and procedures. Skill in word processing; typing; equipment operation. Ability to recognize unusual or threatening condition and take appropriate actions; carry out detailed but basic written or oral instructions; deal with problems involving several variables in familiar contest; define problems, collect data, establish facts and draw valid conclusions; maintain accurate records; complete routine forms; gather, collate and classify information about data, people or things; answer routine telephone inquiries from public; handle sensitive inquiries from and contacts with officials and general public; resolve complaints from angry citizens and government officials.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Any equivalent combination of relevant training and experience including but not limited to: High school diploma or GED equivalent plus 12 months clerical or office administration 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