

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

<u>CLASSIFICATION TITLE:</u> Customer Service Assistant	<u>CLASS NUMBER:</u> 10012	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Department of Job and Family Services -	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> New Hire: 180 Days Promotion: 120 Days
<u>BARGAINING UNIT:</u> OCSEA	<u>PAY GRADE:</u> O3	<u>POSITION CONTROL #:</u> (varies)
<u>POSITION LOCATION:</u> (Varies)	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> (varies)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the Customer Service Assistant classification is to assist residents with routine inquiries regarding social service and public assistance programs and to provide general clerical support to the department.

JOB DUTIES:

Perform customer service functions in person, by telephone or by other methods relating to TANF, Disability Assistance, Medicaid Food Assistance, HealthCheck, Food Assistance Investigation and Prosecution, Medicaid Transportation, SSI Case Management, At Risk Case Management Transportation, and/or Refugee Medical; determines nature and magnitude of questions, complaints, or requests for service. Provide routine information regarding department programs, procedures, forms and other matters. Respond to routine questions, complaints, or requests for service. Refer questions, complaints, or requests for service to appropriate personnel. Maintain related logs and compiles reports, as needed. Process a variety of documentation associated with general inquiries per established procedures and within designated timeframes. Receive, sort, and organize documentation. Review documentation for completeness and/or accuracy. Distribute documentation between departments and internal/external individuals and agencies. Maintain related logs and compiles reports. Perform other general office and clerical activities, including but not limited to preparing, updating and maintaining files, logs, and reports. Conduct records maintenance activities in compliance with guidelines governing record retention. Draft correspondence, prepare outgoing mail, make copies, and perform data entry. 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 public relations, office practices and procedures, agency policy and procedures. Skill in equipment operation. Ability to deal with problems involving several variables in familiar context, define problems, collect data, establish facts and draw valid conclusions; maintain accurate records; 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:

High school diploma or GED plus one (1) year of experience in customer service, clerical or office work; 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