

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

<u>CLASSIFICATION TITLE:</u> Client Data Technician	<u>CLASS NUMBER:</u> 10005	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Office on Aging	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> 120
<u>BARGAINING UNIT:</u> AFSCME	<u>PAY GRADE:</u> A2	<u>POSITION CONTROL #:</u> 110018
<u>POSITION LOCATION:</u> 280 E. Broad St., 3rd FL., Columbus, OH 43215	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Social Service Supervisor (110010)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the Client Data Technician classification is to maintain client records and provide customer service.

JOB DUTIES:

Greet and service walk-in clients, including the general public and internal/external customers. Responsible for handling sensitive inquiries from the general public, agency personnel and outside resources. Monitor and maintain client information and records.

Daily receive and distribute mail to appropriate departments and staff. Answer and retrieve messages for a specific phone line. Monitor and respond to online client requests. Assist with community outreach events as needed. Enter information into the database from online referrals and community events. Respond to comment cards from community events and maintain the log of responses. Assist with agency initiatives. Receive package deliveries and notify the respective departments / individuals that packages have arrived. Maintain the workroom equipment and ensure the copiers are adequately supplied with paper. Empty the shredder as needed. Assist with mailings, including printing labels. 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; agency policies and procedures. Skill in word processing; equipment operation. Ability to carry out simple instructions; add, subtract, multiply and divide whole numbers; calculate fractions, decimals and percentages; copy material accurately; complete routine forms; maintain accurate records; arrange items in numerical or alphabetical order; gather, collate and classify information about data, people or things; answer routine telephone inquiries from the public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Any equivalent combination of relevant training and experience including but not limited to: High School diploma or GED with six (6) months office administration or clerical experience.

Additional Requirements

No special license or certification is required.

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