

**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> Varies
<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> Clerical Supervisor (111300)
<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. Accept payments from clients and outside sources for services rendered and provide receipts upon payment. Responsible for handling sensitive inquiries from the general public, agency personnel and outside resources. Monitor and maintain client information and records. Research obituaries daily to identify deceased clients and alert case managers of the changes to the clients' status. Upon clients' death, purge files and label/send old information to off-site storage.

Maintain and manage client records. Track new client count for case managers, calculate case loads, and cross-reference client information, as needed.

Maintain office records and files, office supplies, and inventory. Fax information for case managers and sort, deliver and distribute mail. Fix copier, fax machine, and printer jams and assist the communication department in mass mailings and special project events. 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:

High School diploma or GED with six (6) months office administration or clerical experience; or any equivalent combination of training and 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