

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

<b>CLASSIFICATION TITLE:</b> Community Outreach Specialist	<b>CLASS NUMBER:</b> 70201.1	<b>FLSA:</b> Non-Exempt
<b>AGENCY/DIVISION:</b> Office on Aging	<b>JOB TYPE:</b> Full Time, Classified	<b>PROBATION PERIOD:</b> 180
<b>BARGAINING UNIT:</b> Non-Bargaining	<b>PAY GRADE:</b> N4	<b>POSITION CONTROL #:</b> Varies
<b>POSITION LOCATION:</b> 280 E. Broad St., 3rd FL., Columbus, OH 43215	<b>TYPICAL WORK SCHEDULE:</b> Monday – Friday 8:00 AM – 5:00 PM	<b>SUPERVISOR (PCN):</b> Social Service Supervisor (111011)
<b>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</b>		

**CLASSIFICATION PURPOSE:**

The primary purpose of the Community Outreach Specialist classification is to develop and foster relationships with individuals and referral community sources; educate community partners; and conduct outreach activities to promote awareness of all services offered by Office on Aging.

**JOB DUTIES:**

Support all agency community outreach efforts through the distribution of public relations materials (posters, brochures, fliers etc). Maintain and develop strategic partnerships for collaborative opportunities with local community partners, Franklin County agencies and other identified groups to promote senior participation in HHS programs through building professional relationships and educating on the benefits of utilizing agency services. Collect and report data about community service partnerships. Serve as an agency-wide resource. Work closely with the agency departments to develop outreach programs that serve to strengthen the agency’s relationship with community organizations. Develop and sustain meaningful, reciprocal community partnerships and projects with local institutions of faith and community-based organizations to promote agency wide initiatives and opportunities. Refer program participants to other health and social service programs, as appropriate. Maintain proper program participant records, ensuring they contain current information and remain well-organized and categorized.

Post, review and remove information on bulletin boards. Provide backup to the clerical staff. Operate multi-line telephone and automated call distribution system. Assist callers by transferring calls to the appropriate location or person. Provide information and directions to visitors and maintain a log. Perform routine clerical support (e.g., prepare labels, filing of misc. office documents). Perform typing duties and data input. Assist with special events sponsored by the department. Deliver mail. Copy documents for departmental projects. Assist in mass mailings and scanning projects. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all 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 typing; word processing; dictation; equipment operation. Ability to deal with problems involving few variables in familiar context; add, subtract, multiply and divide whole numbers; maintain accurate records; gather, collate and classify information about data; work alone on most tasks.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

High School diploma or GED with two (2) years of general clerical experience.

**Additional Requirements**

No additional 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.

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Employee Name

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Employee Signature

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Date