



Franklin County
Department of Job & Family Services
1721 Northland Park Ave.
Columbus, Ohio 43229

J O B A N N O U N C E M E N T

POSITION TITLE: Administrative Officer (Non-Bargaining) **PCN:** 107070

DEPARTMENT/Location: West Opportunity Center Medical Support Services **P. R.:** N17

REPORTS TO: Deputy Director, MSS

RESPONSIBILITIES: Assure all public assistance regulations are applied correctly by clarifying Medicaid, Food Assistance, Ohio Works First, Disability Financial Assistance, Prevention, Retention, and Contingency, and SSI advocacy procedures. Perform supervisory tasks which include: assign and review work completed by the unit for accuracy and completeness; evaluate level of worker performance, conduct unit meetings and individual conferences. Investigate customer concerns and/or complaints. Coordinate training to improve performance, maintain accuracy of workloads. Answer and clarify policy questions to ensure appropriate compliance. Follow up with supervisors and staff to ensure the concerns are resolved in a timely and professional manner. Solve problems with supervisors and staff to find effective means to serve customers. Assume Management of Medical Support Services area in absence of Center Director. Consult with community and governmental agencies to establish and maintain a positive working relationship. Present information and explanations of program requirements, operations, goals, and objectives to community groups and organizations. Evaluate statistical data from monthly, quarterly and annual reports relative to Medical Support Services. Monitor reports, track delinquencies, and devise means to reduce delinquencies.

MINIMUM QUALIFICATIONS: Bachelor’s degree in business or related field with three (3) years of office administration or related experience; or any equivalent combination of training and experience.

STARTING SALARY: \$27.58 per hour, plus a Comprehensive Benefits Package
180 day probationary period

DATE POSTED: Thursday, March 16, 2017

DEADLINE TO APPLY: Wednesday, March 22, 2017

If interested, please go to <http://commissioners.franklincountyohio.gov/hr/> and apply on-line.