



**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:** Customer Service Assistant **PCN:** 100691  
(Bargaining)

**DEPARTMENT/Location:** Quality Support Services/Northland **P. R.:** O3

**REPORTS TO:** Quality Control Review Supervisor

**RESPONSIBILITIES:** Perform specialized clerical tasks requiring high degree of accuracy and reliability such as coordination with State reviewers and Unit activities. Forward information to appropriate Center and/or case manager and maintain control logs. Document information into case record comments and track Quality Control and Quality Resource activities. Find and distribute case information via state eligibility systems. Coordinate Unit activities including calendar updating and distribution. Compile, crosscheck data, research and process all quality control and quality review-related documents. Establish and maintain positive working relationships with co-workers, other Agency staff, service providers and ODJFS representatives. Communicate with Agency staff and customers by telephone, fax, computer, and/or mail to coordinate customer services. Refer customers to other Departments. Distribute mail and reports to unit and/or other Agency staff. Provide coverage for other units within the Department. Order and inventory unit supplies, and provide assistance with special projects or tasks as needed by the Department.

**MINIMUM QUALIFICATIONS:** A high school diploma or GED is required; supplemented by one (1) year of experience in clerical or general office work; or any equivalent combination of training and experience.

**STARTING SALARY:** \$13.69 per hour, plus a Comprehensive Benefits Package  
180 day probationary period.

**DATE POSTED:** Monday, July 10, 2017

**DEADLINE TO APPLY FOR INTERNAL APPLICANTS:** Tuesday, July 18, 2017

**DEADLINE TO APPLY FOR EXTERNAL APPLICANTS:** Friday, July 21, 2017

If interested, please go to <https://HR-BOC.franklincountyohio.gov> and apply on-line.

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