



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 (Bargaining) **PCN:** 100687

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: Wednesday, November 29, 2017

DEADLINE TO APPLY FOR INTERNAL APPLICANTS: Thursday, December 7, 2017

DEADLINE TO APPLY FOR EXTERNAL APPLICANTS: Tuesday, December 12, 2017

If interested and to apply on-line, please go to:
<http://hr-boc.franklincountyohio.gov/job-openings/current-jobs.cfm>