



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:** 108011 & 108023

**DEPARTMENT/Location:** Northland / Customer Access Center **P. R.:** O3

**REPORTS TO:** Deputy Director, Customer Service

**RESPONSIBILITIES:** Provide customer service in person, by phone or electronically to determine the nature and magnitude of questions, complaints, or requests for service. Respond to routine questions and refer customers to case managers or appropriate staff. Process documentation and verifications associated with departmental operations. Distribute documentation between departments and internal/external individuals and agencies.

Perform specialized clerical tasks requiring high degree of accuracy and reliability. Maintain logs and compile reports. Draft correspondence, prepare outgoing mail, make copies, complete data entry and perform other general office activities.

**MINIMUM QUALIFICATIONS:** A high school diploma or GED is required; supplemented by one (1) year of experience in customer service, 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, June 12, 2017

**DEADLINE TO APPLY FOR INTERNAL APPLICANTS ONLY:** Tuesday, June 20, 2017

**DEADLINE TO APPLY FOR EXTERNAL APPLICANTS ONLY:** Tuesday June 27, 2017

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

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