



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

JOB ANNOUNCEMENT

POSITION TITLE: Customer Support Specialist (Bargaining) **PCN:** 104028

DEPARTMENT/LOCATION: Northland Opportunity Center PRC Unit 2710 **P. R.:** 03

REPORTS TO: Case Manager Supervisor

RESPONSIBILITIES: Assist customers by determining eligibility for services. Refer customers to other service agencies as needed. Assist customers with locating a child care provider, cancel and reschedule appointments for case managers. Maintain unit control logs for walk-in intakes. Fill in statistics for unit reports. Complete mailings for W-4 alerts, child care reapplications, and other mailings. Follow-up on child care re-determination packages; propose termination and terminate when no response is received. Maintain supplies for use by unit staff. Collate packages related to application/reapplication of all programs. Mail packages and related material; stamp, sort and distribute mail.

MINIMUM QUALIFICATIONS: A high school diploma or GED is required; supplemented by six (6) months in customer service, office or clerical work experience; 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: Thursday, March 16, 2017

DEADLINE TO APPLY FOR INTERNAL APPLICANTS ONLY: Wednesday, March 22, 2017

DEADLINE TO APPLY FOR EXTERNAL APPLICANTS: Wednesday, March 29, 2017

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

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