



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 Support Specialist **PCN:** 102362
(Bargaining)

DEPARTMENT/Location: Child Care Department / Northland **P. R.:** 03

REPORTS TO: Case Manager Supervisor

RESPONSIBILITIES: Act as a receptionist; greet visitors and refer to appropriate center staff; accept required verification from customers and route to assigned case manager. Provide clerical support to case manager. Provide general information to applicants for proper eligibility determination. Conduct initial screening and registration of new application and obtain case files for case manager. Answer routine questions; mail requests to customers for income verification, childcare, public assistance, Healthy Start, and PRC applications. Schedule customers for appointments; prepare photo I.D. cards. Receive pay-ins from customers for overpayment, I.D. card, and returned warrants. Monitor case transfer alerts; assign incoming and outgoing CRIS-E and childcare cases to appropriate center. Scan incoming and outgoing case files for tracking purpose. Forward case records and prepare for movement to other counties as requested. Request case records from other counties when applicable; utilize the computer tracking system to identify case number for material received that needs to be included in a case record.

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: Wednesday, February 15, 2017

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

DEADLINE TO APPLY FOR EXTERNAL APPLICANTS: Wednesday, March 1, 2017

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

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