



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:** 101056, 101081 & 101085
(Bargaining)

DEPARTMENT/Location: Northland Opportunity Center **P. R.:** 03
Clerical Department

REPORTS TO: Office Manager 2

RESPONSIBILITIES: Act as the receptionist for the center; greet visitors and refer to appropriate staff, accept required verifications from customers and route to assigned case manager. Provide clerical support to caseworkers; assist with Food Stamp issuance and transaction authorization for recipients. Respond to general inquiries and provide general information to applicants. Conduct initial screening and registration, obtain case files for case managers, and schedule customers for appointments. Sort and distribute mail. Receive pay-ins from customers for overpayments, and returned warrants. Monitor case transfer alerts and assign incoming cases to appropriate unit based on type of service. Scan incoming and outgoing case files for tracking purposes. Forward case records and prepare for movement to other counties as requested. Request case records from other counties when applicable. Perform inventory and stock control for the center. Receive, maintain and distribute supplies for the center.

MINIMUM QUALIFICATIONS: 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: 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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