



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

JOB ANNOUNCEMENT

POSITION TITLE: Customer Support Specialist (Bargaining Unit) **PCN:** 103088

DEPARTMENT/LOCATION: Workforce Development/Northland **P. R.:** O3

REPORTS TO: Customer Support Specialist

RESPONSIBILITIES: Answer multi-line telephone; provide telephone coverage for the unit; screen or refer calls, take messages, and link to appropriate staff. Provide clerical support to caseworkers, provide general information to applicants about required documentation, explain the basic eligibility requirements and answer routine questions in reference to case status. Operate a personal computer effectively, especially word processing software to create correspondence, reports, memorandums, forms, lists, and labels, to assist supervisor and other agency staff. Use database and spreadsheet programs to maintain unit information systems for specific data management. Perform data entry for statistical reporting purposes. Attend meetings, individual conferences, and training sessions. May assist other units with staff coverage.

MINIMUM QUALIFICATIONS: High school diploma or GED is required; supplemented by six (6) months of clerical 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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