

## MIAMI COUNTY JOB AND FAMILY SERVICES

### JOB ANNOUNCEMENT

**JOB TITLE:** Client Services Representative (Public Inquiries Assistant)  
\$13.25 – \$18.56 per hour 1 full-time position

**NATURE OF JOB:** Under general supervision, performs a variety of clerical and customer service duties to assist customers with questions about public assistance. Gathers customer information, handles customer paperwork. Explains rules and procedures. Schedules appointments, maintains records of inquiries and resolution of problems. Performs a variety of computer functions and must operate office machines including copier, fax, scanner. Answers incoming telephone calls on a multi-line switchboard. Performs general clerical duties, e.g. typing and word processing, copy work, filing, open, sort and distribute mail. Prepares reports and statistics. This is a fast-paced, busy job which requires good computer skills and accuracy, ability to multi-task and to work independently, and work well with the public.

**MINIMUM QUALIFICATIONS:** Completion of secondary education plus:

- One course or six months experience in typing, keyboarding or word processing, and a valid driver's license, and
- 12 months experience in a service related environment handling in-person, written and/or telephone inquiries and/or complaints with clients, customers and/or the general public;
- Or, education, training and/or experience in an amount equal to the Minimum Qualifications stated above.
- Position requires a high energy, friendly person with good time management and organizational skills.

Note: Screening process may include skill testing in office disciplines, including but not limited to Word, Excel, basic math.

**METHOD OF APPLICATION AND DEADLINE:** All interested applicants may acquire an application at [Ohiomeansjobs Miami County](http://OhiomeansjobsMiamiCounty.com), 2040 North County Road 25-A, Troy, OH 45373 between the hours of 7:00 a.m. to 6:00 p.m. Monday and 8:00 a.m. to 5:00 p.m. Tuesday through Friday. Applications may also be accessed through the Miami County web site at [www.miamicountyohio.gov](http://www.miamicountyohio.gov). Applications must be submitted via the website or returned to the above address by 5:00 p.m. Friday, July 19, 2019.

MIAMI COUNTY JOB AND FAMILY SERVICES  
IS ACCESSIBLE TO THE DISABLED

MIAMI COUNTY JOB AND FAMILY SERVICES IS AN  
EQUAL OPPORTUNITY EMPLOYER

**POSITION DESCRIPTION**

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

PERSONNEL DIVISION

AGENCY

**MIAMI COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES**

USUAL WORKING TITLE OF INDIVIDUAL  
Public Inquiries Assistant/Client Services Representative

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
11000.0 Eligibility Referral Supervisor 1

NORMAL WORKING HOURS (EXPLAIN UNUSUAL OR ROTATING SHIFT)

FROM: 8:00 AM

TO: 5:00 PM

**JOB DESCRIPTION AND WORKER CHARACTERISTICS**

POSITION CONTROL NUMBER	%	JOB DUTIES IN ORDER OF IMPORTANCE	MINIMUM ACCEPTABLE CHARACTERISTICS			
			13014.0	65	Provides information and assistance to clients, agencies, and the general public, in response to inquiries received by telephone, mail, fax, electronically or in person. Explains rules and procedures. Performs research to determine solutions to clients' problems. Schedules appointments. Maintains records of inquiries and resolution of problems. Uses SETS and the OBWP computer systems.	Knowledge of (1) office practices and procedures, (2) federal, state and local laws, rules and regulations concerning agency programs, (3) confidentiality procedures and guidelines, (4) public relations, (5) agency computer systems; skill in (6) written and oral communication, (7) organization; ability to (8) use computers, (9) complete forms and correspondence, (10) resolve a wide range of problems concerning public inquiries, (11) perform a wide variety of interrelated nonstandard procedural assignments, (12) present and explain policies and procedures, (13) listen for problems or issues and provide responses, (14) maintain accurate records, (15) gather, collate, and summarize data.
			Public Inquiries Assistant/Client Services Rep.	20	Provides additional clerical support including receptionist duties. Processes Voter Registrations. Acts as the back-up TPOC-Technical Point of Contact for all ODJFS related IT issues.	Knowledge of 1, 2, 3, 4, 5; skill in 6, 7; ability to 8, 9, 10, 11, 12, 13, 14.
			30171	15	Performs various clerical duties, e.g., typing, word processing, open, sort and distribute mail, filing, copy work and labeling and scanning documents into the agency document imaging system. Other related duties as assigned.	Knowledge of 1, 2, 5; skill in 6, 7, (16) typing and word processing; ability to 8, 9, 11, (17) operate and maintain office equipment, (18) arrange information alphabetically.  Must demonstrate regular and predictable attendance.

LIST POSITION NUMBERS & CLASS TITLES OF POSITIONS DIRECTLY SUPERVISED

None

SIGNATURE OF AGENCY REPRESENTATIVE

Teresa Brubaker, Director

DATE

7/3/2019