

MIAMI COUNTY JOB AND FAMILY SERVICES

JOB ANNOUNCEMENT

JOB TITLE: Receptionist (Unit Support Worker 2)
1 Full-time position

\$12.62 per hour

JOB RESPONSIBILITIES: Under general supervision, performs receptionist duties to include greeting customers coming into the agency and directing incoming agency phone calls. Gathers information, handles customer paperwork, schedules appointments, screens clients for urgent or emergency needs. Performs a variety of data entry and computer functions. Performs general clerical duties, e.g. typing and word processing, document imaging, copy work, filing, mail. This is a fast-paced, busy job which requires good computer skills, accuracy, and the ability to multi-task. Must be able to work in a professional manner with the public.

MINIMUM QUALIFICATIONS: Completion of secondary education plus:

Completion of two (2) years technical training in Office Systems and Administration;

Or, two courses or twelve months experience in typing, keyboarding, or word processing and working in an office environment handling in-person and/or telephone contacts 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. Must be proficient in the Microsoft Office including word, excel and power point.

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, 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. Applications must be submitted via the website or returned to the above address by 5:00 p.m. Friday, January 10, 2020.

**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

AGENCY

MIAMI COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES

PERSONNEL DIVISION

USUAL WORKING TITLE OF INDIVIDUAL
Receptionist

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 12002.0	CLASS TITLE Unit Support Worker 2	CLASS NUMBER 30112	%	JOB DUTIES IN ORDER OF IMPORTANCE	MINIMUM ACCEPTABLE CHARACTERISTICS
			50	Performs receptionist duties, i.e., assists incoming agency clients. Gathers information from applicants, enters into state computer system. Handles client paperwork. Provides general information. Issues letters and notices. Screens incoming clients for urgent or emergency needs. Refers to appropriate agency personnel or community resource.	Knowledge of (1) office practices and procedures, (2) computer operations, (3) public relations; skill in (4) oral communication, (5) typing, (6) interviewing, (7) organization; ability to (8) give or exchange facts or routine information, (9) counsel others involving simple or routine matters, (10) maintain accurate records, (11) complete forms and applications, (12) perform a full range of standard clerical assignments, (13) operate and maintain office equipment, (14) perform intermediate mathematical calculations, (15) file material alphabetically or numerically.
			40	Answers incoming calls to the agency. Screens calls and directs caller to appropriate agency employee. Takes messages when necessary. Provides information.	Knowledge of 1, 2, 3; skill in 4, 6, 7; ability to 8, 9, 10, 13, (16) deal with problems in unfamiliar context.
			10	Performs general clerical duties, e.g., scanning documents into imaging system; customer service call center duties; pick up, sort, distribute, send out mail; copy work; filing; types form letters and envelopes. Other related duties as assigned.	Knowledge of 1, 2; skill in 4, 5, 7; ability to 10, 12, 13, 15. Must demonstrate regular and predictable attendance.

LIST POSITION NUMBERS & CLASS TITLES OF POSITIONS DIRECTLY SUPERVISED

None

SIGNATURE OF AGENCY REPRESENTATIVE

Teresa Brubaker, Director

DATE

4/8/2019