



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 (Bargaining) **PCN:** 102349

DEPARTMENT/LOCATION: Northland Opportunity Center Child Care Certification Unit **P. R.:** 03

REPORTS TO: Case Manager Supervisor

RESPONSIBILITIES: Perform customer service functions. Respond to general inquiries. Provide individuals interested in becoming a Licensed Type B Home Provider with information and necessary paperwork upon request. Explain the basic eligibility requirements and procedures to applicants/recipients. Accept required verifications from customers and routes to assigned licensing specialists. Provide information to appropriate staff in response to inquiries received. Research criminal records on providers and all adults associated with provider. Operate the photocopier, sort and distribute mail, and scan incoming and outgoing case files for tracking purposes. Complete weekly and monthly reports.

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, August 10, 2016

DEADLINE TO APPLY FOR INTERNAL APPLICANTS ONLY: Tuesday, August 16, 2016

DEADLINE TO APPLY FOR EXTERNAL APPLICANTS: Tuesday, August 23, 2016

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

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