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: Public Inquiries Assistant **PCN:** 108012, 108124, and 108214

DEPARTMENT/LOCATION: Call Center/Northland **P. R.:** O3

REPORTS TO: Sr. Office Manager

RESPONSIBILITIES: Answer incoming telephone inquiries from applicant/customers, internal customers, other agencies, and the general public. Perform customer service and provide answers on routine inquiries, case status updates to customers, general explanation of various public assistance programs available, research case issues to provide resolution between customer and caseworker. Provide routine information regarding department programs, procedures, forms, and provide assistance to callers to help determine where calls should be forwarded or directed. Provide detailed messages to appropriate JFS staff concerning eligibility and complex case issues that require additional research by the assigned unit workers. Forward messages to the clerical assistant of the call center to facilitate the mailing, faxing or emailing of forms requested by customers. Attend on-going training both internally and externally as required by the Public Inquiries Supervisor to ensure that program information is communicated in the most accurate and comprehensive manner.

MINIMUM QUALIFICATIONS: A High School Diploma or GED is required; supplemented by one (1) year of experience in customer service or related field; or any equivalent combination of training and experience.

STARTING SALARY: $12.04 per hour, plus a Comprehensive Benefits Package
180 day probationary period

DATE POSTED: Wednesday, July 27, 2016

DEADLINE TO APPLY FOR INTERNAL APPLICANTS ONLY: Tuesday, August 02, 2016
DEADLINE TO APPLY FOR EXTERNAL APPLICANTS: Tuesday, August 09, 2016

If interested, please go to http://Commissioners.FranklinCountyOhio.gov/HR/**and apply on-line.**
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