



EXTERNAL JOB POSTING

Date Position Posted:	January 8, 2018
Job Title:	Intake Coordinator (Customer Service/Eligibility)
Civil Service Classification:	10113/Clerical Specialist 3
Pay Range:	\$12.00 - \$16.56/hr <i>(Consideration for experience as permitted by Civil Service Law)</i>

Summary of Job Duties and Preferred Skills and Abilities

This position serves as the public lobby coordinator and also provides general clerical support to the Public Assistance unit. Customer service duties include professionally serving customers to determine needs and provide assistance by actively listening to customer concerns, directing/informing customers based on their needs, and advising customers of internal and external resources as determined from initial customer interaction.

General clerical duties include processing incoming mail and scanning customer documents into an imaging system and ensuring those documents are electronically filed/indexed accurately; operating a computer, scanner, printer, fax and copier; flexibility to adjust to changing work demands; and serve as back-up to the telephone/switchboard operator on a regular schedule for breaks and lunches. Strong proficiency with computer operations/systems is necessary for success in this dynamic, fast paced role.

Candidate must possess strong communication, customer service, and clerical office skills with the ability to multi-task in a fast paced, demanding environment. Computer skills (including, but not limited to MS Office software-including MS Outlook, On-Base applications and other applicable agency software), critical thinking skills, organizational skills, and a cooperative, respectful behavior/demeanor demonstrating a sincere desire to provide assistance are essential. Public assistance knowledge is a plus.

Minimum Civil Service Qualifications

- 12 Months experience as a Clerical Specialist 2.
- OR**
- Formal education in arithmetic that includes addition and subtraction, and reading and writing common English vocabulary.
 - One course or 6 mos. experience in typing or keyboarding and one course or 6 mos. experience in word processing
 - 12 months previous clerical experience in a position similar to a Clerical Specialist 2.

Candidates must document training, experience, and education to demonstrate meeting minimum qualifications.

This posting is continuous.

Applications received through this posting will be considered for current and future vacancies.

Employment applications can be obtained at the MCJFS office or from the website, www.mcjfs.com.

The employment application, a cover letter of interest and resume are required for consideration.

In addition to the oral interview, skill-based assessments are part of the interview-selection process.

**Marion County Job & Family Services
363 W. Fairground St.
Marion, Ohio 43302-1759
Fax: 740-387-2175
Attention: Human Resources
Equal Opportunity Employer**

AGENCY EMPLOYEE BENEFITS

Medical Insurance Options (Health, Dental, Vision)	Ohio Public Employees Retirement System County & State Deferred Compensation Programs
Life Insurance	Employee Assistance Program
Sick Leave	Staff Development & Employee Enrichment Activities
Vacation	Flexible Work Hours
Holidays/Personal Days	Direct Deposit