



JOB POSTING

Unit Support Worker – Clerical-Receptionist (Customer Service/Eligibility)

(Civil Service Classification: 30111/Unit Support Worker 1)

Pay - \$11.18 - \$15.50

(Consideration for experience as permitted by Civil Service Law)

Summary of Job Duties and Preferred Skills and Abilities

This position serves as the lobby receptionist and also provides general clerical support to the Income Maintenance unit. These duties are shared between two individuals. The receptionist duties include professionally serving customers to determine needs and provide assistance by actively listening to customer concerns, directing/informing customers based on their needs, scheduling appointments as needed, and advising customers of internal and external resources as determined from initial customer interaction.

General clerical duties include scanning customer documents into an imaging system; operating a computer, scanner, fax and copier; flexibility to adjust to changing work demands; and serve as back-up on a regular schedule for breaks and lunches.

Preferred Knowledge, Skills and Abilities

- Public assistance knowledge
- Communication skills, including actively listening
- Demonstrated clerical skills with the ability to handle several tasks at a time
- Computer skills (MS Office applications including Outlook, scanning programs-OnBase)
- Critical thinking skills
- Organizational skills
- High energy level
- Cooperative, respectful behaviors demonstrating a sincere desire to provide assistance

Minimum Civil Service Qualifications

Formal education in basic math, reading and speaking common English.
One course or 6 mos. experience in typing, keyboarding or word processing.

Application materials will be accepted until position is filled.

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: Anne Conley
Equal Opportunity Employer**

AGENCY BENEFITS

Health, Dental, Vision, Life insurance
Vacation
Sick Leave
Holidays/Personal Days

Ohio Public Employees Retirement System
County & State Deferred Compensation
Program
Flexible Work Hours

Employee Assistance Program
Staff Development & Employee Enrichment
Activities