



JOB POSTING

Customer Service-Public Assistance

Pay Range \$38,105.60 - \$51,708.80 annually

(Consideration for training/experience as permitted by Civil Service Law)

Summary of Job Duties and Preferred Skills and Abilities

The customer service position for Public Assistance reports to an eligibility supervisor and performs a variety of duties providing direct customer service and clerical support duties supporting programs.

- Serves customers in the Public Assistance lobby by greeting visitors, responding to inquiries, providing materials, and referring to internal and community resources.
- Scans and indexes documents submitted by customers.
- Assists the Non-Emergency Medical Transportation (NEMT) program by coordinating transportation services for qualified Medicaid clients. Communicates relevant information with clients, vendors, medical providers, and relevant agency staff. Completes documentation as required.
- Serves as agency liaison for the state hearing process by submitting materials to ODJFS and communicating hearing results.

Successful performance in this position includes:

- ✓ Assess the needs of customers and respond with specific information in a respectful manner.
- ✓ Possess organizational and time management skills with keen attention to detail.
- ✓ Build and maintain effective working relationships with customers and coworkers.
- ✓ Technical skills using Microsoft 365 (Outlook, Word, Excel, SharePoint), as well as program-specific software.

Minimum Qualifications

- ✓ Twelve months experience in a customer service position.
- ✓ Education in math including addition and subtraction; reading and speaking common English vocabulary; and one course or 6 months experience in keyboarding.
Also requires working in an office environment handling in-person and telephone contacts with customers and the general public.
- ✓ Education and training equivalent to these Qualifications.

Candidates must document training, experience, and education to demonstrate meeting each qualification.

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

Employment applications and benefit information are available at www.mcjfs.com

THE EMPLOYMENT APPLICATION, A COVER LETTER OF INTEREST AND RESUME ARE REQUIRED.

**Marion County Job & Family Services
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