



JOB POSTING

Public Assistance Supervisor

Pay Range \$57,928.80 - \$67,620.80 (Steps 1-8 of 23)

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

Summary of Job Duties and Preferred Skills and Abilities

The Public Assistance Supervisor provides direct supervision and guidance to eligibility agents dedicated to providing essential services with accuracy and respect to individuals with basic needs. The supervisor assigns work priorities ensuring overall performance falls within established guidelines and regulations. Additional responsibilities include:

- Implements new work processes and manages implementation that complies with legal mandates and performance standards.
- Provides training and guidance to staff on agency technical systems and case management practices.
- Determines a need for new staff members and assists in the candidate selection and hiring.
- Monitors performance and completes performance evaluations for employees.
- Conducts productive and informative staff meetings.

Successful performance in this position requires skills and abilities including:

- Knowledge of federal, state, and local laws, rules, and agency policies/regulations pertaining to supervision.
- Effective oral and written communication skills ensuring all levels of understanding.
- Ability to assign, review, and monitor the work of others.
- Ability and maturity to resolve a wide variety of concerns related to the workplace in a professional manner, e.g., employee or customer concerns, program, policy or procedural challenges.
- Ability to train, develop, motivate, and supervise others.
- Proficient technical skills using Microsoft 365 (Outlook, Word, Excel, SharePoint), program-specific software, as well as a desire to learn new programs.

Minimum Civil Service Qualifications

- 2 yrs. experience as an Eligibility Agent.
- Or completion of undergraduate coursework or 2 yrs. technical education in behavioral or social science or education.
 - Also requires 2 yrs. experience in a position similar to an Eligibility Agent.
- Or 4 courses or 2 yrs. experience in behavioral or social science, 1 course or 6 mos. experience in business mathematics, English, interviewing techniques, and keyboarding.
 - Also requires 2 yrs. experience in a position similar to an Eligibility Agent.
- Or education, training and/or experience equivalent to the Qualifications stated above.

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

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

**Marion County Job & Family Services
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