

# JOB OPPORTUNITY

OTTAWA COUNTY DEPARTMENT OF JOB & FAMILY SERVICES

CLASSIFICATION: Clerical Specialist 2 ( 10112 )

POSITION NUMBER (PCN): 10016.0 Starting Pay Range: \$11.62 to 14.44 per hour

DIVISION: Administration

JOB LOCATION: 8043 W. SR 163, Suite 200 Oak Harbor, Ohio 43449

HOURS OF WORK: 8:00 a.m. - 4:30 p.m. Monday-Friday

APPLY: Ottawa County Department of Job and Family Services Supervisor: Stephanie Kowal  
8043 W. State Route 163, Suite 200  
Oak Harbor, OH 43449  
Attention: Laura Martin

DATE POSTED: 3/12/2019 DEADLINE: 3/19/2019, or until filled

THIS POSITION IS: Permanent Full-Time Position Within Bargaining Unit

**JOB DUTIES:** Greets and directs public coming to agency. Prepares routine correspondence and reports regarding logs of agency traffic, phone calls, postage usage, etc. Receives incoming mail, facsimiles, and other correspondence. Documents receipt and date of mail, scans and/or makes copies, provides receipts for hand delivered items to client(s), distributes to appropriate unit(s), staff member(s), and/or case file(s). Maintain regular and predictable attendance (essential function).

Operates agency phone and voice mail systems. Receive, transfer and transmit incoming calls. Log calls utilize systems to prepare monthly reports of phone calls. Relays urgent or emergency messages. Greets clients and visitors to department, determines urgency (i.e. need for expedited application process, child abuse reports, etc.) and refers to proper employee (s). Monitor visitor and client registration for monthly logs of same. Refers individuals to appropriate agencies in community, based on stated needs. Utilize software systems, including but not limited to, document management, OnBase, EDMS, Microsoft Office, OhioBenefits, SETS and Microsoft Outlook or other email/calendar system to provide clerical support to agency staff and clients.

Assists with other general clerical functions of agency and agency departments. With authorization from client(s), provides appropriate verifications to entities requesting information about receipt of public assistance programs. Other duties as assigned.

**MINIMUM QUALIFICATIONS:** Formal education in arithmetic that includes addition and subtraction, and reading and writing common English vocabulary. Requires one course or six months experience in typing or keyboarding, and one course or six months experience in word processing;

OR education, training and/or experience in an amount equal to the Minimum Qualifications stated above.

An informal written proficiency test may be given as part of the interview process.

The Ottawa County Department of Job and Family Services does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services.