

FRANKLIN COUNTY  
DEPT of JOB and FAMILY SERVICES  
80 E. Fulton Street  
Columbus, Ohio 43215

**J O B   A N N O U N C E M E N T**

**POSITION TITLE:** Public Inquiries Assistant 1/  
Public Inquires Assistant (Bargaining)  
**Part-Time positions** **PCN:** 108017

**DEPARTMENT:** Program Operations and Call Center Unit **P. R.:** O9  
80 E. Fulton St.

**RESPONSIBILITIES:** Receive telephone inquiries from applicant/customers, other agencies, and the general public. Provide answers on routine inquiries, i.e. general explanation of various public assistance programs available, office hours, location, identification of assigned worker and warrant mailing dates, etc. Provide assistance to callers to help determine where calls should be forwarded or directed.

Work with Information Support Services staff to develop solutions to routine concerns/inquiries of callers. Determine nature and magnitude of caller concerns/complaints and determine where to direct caller appropriately.

Maintain daily logs of calls (including nature and disposition of calls). Maintain unit files, which include eligibility referrals and application mail out requests. Maintain individual production statistics and complete daily and monthly reports.

Receive requests to mail out public assistance applications, compile packets and mail them. Complete miscellaneous request for information, newspaper obituaries, letters and other correspondences.

**MINIMUM QUALIFICATIONS:** Ability to calculate fractions, decimals and percentages and to read and write common vocabulary plus: 3 courses in public relations (or 3 months experience); or equivalent.

**STARTING SALARY:** \$13.63 per hour/180 day probationary period.

**DATE POSTED:** Thursday, October 29, 2009

**DEADLINE TO APPLY:** Wednesday, November 4, 2009

If interested, please go to [www.franklincountyohio.gov/Commissioners/hr](http://www.franklincountyohio.gov/Commissioners/hr) and apply on-line.

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