



**Franklin County**  
**Department of Job & Family Services**  
1721 Northland Park Ave.  
Columbus, Ohio 43229

**J O B   A N N O U N C E M E N T**

**POSITION TITLE:** Public Inquiries Assistant (Bargaining)      **PCN:** 108014, 108015, 108016, 108018, 108021, 108023, 108024, 108025, 108027, 108113, 108116, 108117

**DEPARTMENT/LOCATION:** Call Center/Northland      **P. R.:** 03

**REPORTS TO:** Sr. Office Manager

**RESPONSIBILITIES:** Perform customer service functions by telephone for applicants/customers, internal customers, other agencies, and the general public, Provide information on routine inquiries, case status updates, general information on public assistance programs available. Review case information to aid customer in understanding statuses; redirect issues needing resolution to the case manager or case manager’s supervisor. Provide detailed messages to appropriate Job and Family Service (JFS) staff concerning complex case issues. Forward messages to the clerical assistant regarding mailing, faxing or emailing of forms requested by the customer. Perform general office and clerical task; process incoming and outgoing mail; scan and file. Update case files comments regarding calls received. Attend on-going training both internally and externally as required by the Public Inquiries Supervisor to ensure that program information is communicated in the most accurate and comprehensive manner.

**MINIMUM QUALIFICATIONS:** A High School Diploma or GED is required; supplemented by one (1) year of experience in customer service or related field; or any equivalent combination of training and experience.

**STARTING SALARY:** \$12.04 per hour. 180 day probationary period.  
Plus a Comprehensive Benefits Package

**DATE POSTED:** Thursday, October 15, 2015

**DEADLINE TO APPLY FOR INTERNAL APPLICANTS:** Wednesday, October 21, 2015

**DEADLINE TO APPLY FOR EXTERNAL APPLICANTS:** Wednesday, October 28, 2015

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

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