



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 Unit)      **PCN:** 108013, 108022, 108119, 108025, 108122, 108219, 108116, 108117

**DEPARTMENT/LOCATION:** Call Center/Northland      **P. R.:** O3

**REPORTS TO:** Sr. Office Manager

**RESPONSIBILITIES:** Answer incoming telephone inquiries from applicants/customers, internal customers, other agencies, and the general public. Perform customer service and provide answers on routine inquiries, case status updates to customers, general explanation of various public assistance programs available, research case issues to provide resolution between customer and caseworker. Provide routine information regarding department programs, procedures, forms, and provide assistance to callers to help determine where calls should be forwarded or directed. Provide detailed messages to appropriate JFS staff concerning eligibility and complex case issues that require additional research by the assigned unit worker. Forward messages to the clerical assistant of the call center to facilitate the mailing, faxing or emailing of forms requested by the customer. 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:** Friday, February 19, 2016

**DEADLINE TO APPLY FOR INTERNAL APPLICANTS:** Thursday, February 25, 2016

**DEADLINE TO APPLY FOR EXTERNAL APPLICANTS:** Thursday, March 03, 2016

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

-EOE-