

MEDINA COUNTY DEPARTMENT OF JOB & FAMILY SERVICES

EMPLOYMENT OPPORTUNITY

Posting # 2018-07 (PCN 10308.0)
Bargaining

POSTED	Wed., April 4, 2018	CLOSED	Thurs., April 12, 2018
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POSITION	Clerical Specialist	CLASS	12113C-Clerical Specialist
DIVISION	Child Support	SUPERVISOR	Kimberley White
BASE RATE	\$12.63 per hour		

APPLICATION	<p><i>Current employees use Internal Application Form.</i></p> <p><i>Others use Medina County Employment Application.</i></p> <p><i>Medina County JFS is an Equal Opportunity Employer.</i></p>
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Summary of Essential Duties

Under the direction of the Unit Supervisor as assigned: the clerical specialist duties may consist of: scheduling hearings, typing, proofreading, correcting various Administrative or Court documents, copying, scanning, faxing, distribution of correspondence, mailing documents, maintaining a tickle system, client interaction (telephone and in person), correspondence with third parties, maintaining excel spreadsheets, payment processing, payment analysis, organization and maintenance of case records, opens, closes and updates files, certifies orders and payment histories. Other duties as assigned.

Functions of the Position

Specific functions will be designated by Unit assignment but may include any of the following

1. Is familiar with and functions in accordance with the classification specifications and agency policies and procedures.
2. Presents self in a professional and culturally sensitive manner to co-workers, staff, other agency personnel and the public.
3. Returns phone calls and correspondence in a timely manner, adhering to agency policy and time frames.
4. Gathers information for statistical reports.
5. Completes special projects as assigned by the supervisor and/or administrator.
6. Copies, distributes and mails documents and maintains a tickle system to track various objection periods and timely responses.
7. Creates and keeps the Administrative Case Docket current with additions, updates and assignment of new case numbers; functions as Clerk of administrative records, opens, closes and updates same; certifies copies of Administrative Orders.
8. Types and prepares, from rough written copy or oral instructions, documents for the Administrative Hearing Officers including Findings and Recommendations, Administrative Hearing Decisions, Administrative Paternity and Child Support Orders, various other administrative orders, correspondence and reports and other documents as needed. Proofs copy and makes corrections.
9. Schedules administrative support hearings; types and mails notices of hearing by proper mail method, enters information on the Hearing Officer's calendar.

10. Responsible for word processing and typing of all documents, journal entries, correspondence and petitions necessary for the agency to operate under local, state and federal requirements.
11. Performs routine clerical functions such as filing, copying, mailing documents, answers, screens and directs calls, takes messages, greets visitors, retrieves and enters data on a computer, maintains records, copies, collates and distributes memos and policies.
12. Serves as point-of-contact regarding payment questions. Responsible to answer payment questions from clients and employers, research payment problems and work with appropriate staff to resolve issues.
13. Responsible to take child support payments, balance, and close system batches on a daily basis. Runs payment histories as requested by clients, agency personnel, Prosecutors' Office, courts, and other social service agencies as needed.
14. Assists with ordering, coordinating and distribution of supplies. Assists as needed with the pick-up, distribution, collection and postage of all building mail.
15. Responsible for reception duties such as greeting the public, answering questions and/or obtaining help if needed, scanning documents into the imaging system.
16. Works with support officers, supervisors and administrator in enforcement of support orders.
17. Provides unit coverage as scheduled or when needed
18. Attends meetings and trainings as needed. Co-employees shall assist in the training of new employees as the employer determines necessary and practical for the efficient operation of the department.
19. Meets all job safety requirements and all applicable OSHA safety standards that pertain to job duties.
20. Performs other duties as assigned.

Knowledge, Skills and Abilities

Knowledge of: Federal, State and local laws, rules and regulations pertaining to Child Support; agency policies concerning support enforcement; computers and programs (SETS, CRISE, Kidstar, Onbase, Word, Excel, Power Point, Outlook, Compass Capture); agency computer operations; office equipment; office practices and procedures; Child Support forms.

Skill in: Organization, oral communication; operating machines (e.g., phone equipment, copier, fax, postage meter); opening, sorting and distributing mail; typing and data entry; word processing; written communication; performing computer operations (i.e., update database information); maintenance and repair of small office machinery (i.e., fax machines, copiers) operating a motor vehicle.

Ability to: Answer and transfer incoming calls; take phone messages; give or exchange facts or routine information; answer routine questions/inquires; resolve recurring, standard problems; assist at front desk; perform a full range of standard clerical assignments; compile records; maintain accurate records and logs; maintain and update client files and records; complete forms; open, sort and distribute mail; type; enter data using keyboard; arrange information numerically, chronologically and alphabetically; sort items into categories according to established methods; read, copy and record figures; comprehend written materials; work independently; work with others; use computers; exert light to moderate physical effort with ability to lift 20 lbs.

Qualifications

An Associate's Degree or Bachelor's Degree from an accredited institution,

Or

Three (3) years' experience in a business or agency which has involved substantial application of laws or regulations in the performance of work, such as child support program, family law practice, collection agency or a federal/state assistance agency or an equivalent combination of training and experience that would provide the necessary skills and abilities to perform the essential functions of the job.

Additional Requirements

Must successfully undergo BCI background check

Successfully complete an alcohol and drug screening

Possess a valid Ohio Driver's License

Provide proof of eligibility to work in the United States

Inherently hazardous or physically demanding working conditions:

May encounter irate clients or individuals; may have some exposure to individuals with contagious or communicable disease; is occasionally exposed to unsanitary conditions (insect infestation, bodily wastes), odors; may have some exposure to common chemicals found in an office environment, such as toner and correction fluid.