



HUMAN SERVICES DIVISION

Troy McCollister

Director

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Zanesville, OH 43702-0100

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**POSITION OPPORTUNITY**

CLASSIFICATION: **CLERICAL SPECIALIST 3**  
CLASS NUMBER: 10113CHS  
BASE SALARY: \$14.48\*-\$15.48\*per hour (see appendix D of the Union Contract)  
PAY RANGE: 4  
DIVISION: Child Support  
JOB LOCATION: 1830 East Pike, Zanesville, Ohio 43701  
HOURS OF WORK: FLEXIBLE BETWEEN 7:00 A.M. TO 5:00 P.M.; M THRU F

- \* 3 month training period pays .50 per hour less than above amount
- \* 3 month probationary period pays .25 per hour less than above amount

EFFECTIVE: Immediately

APPLY TO: **HUMAN RESOURCES MANAGER  
MUSKINGUM COUNTY JOB AND FAMILY SERVICES  
445 Woodlawn Ave./P.O. Box 100  
Zanesville, Ohio 43702-0100**

**Date Posted: October 2, 2020**

**Deadline: October 8, 2020**

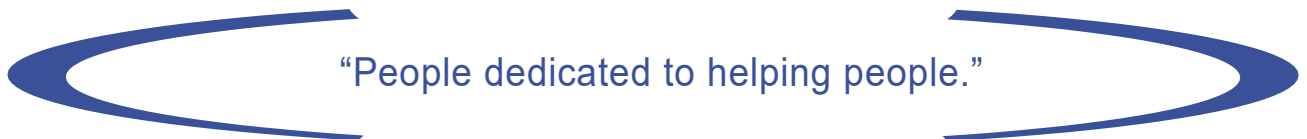
An informal written proficiency test MAY be given as part of the interview process. Documentation of meeting posted minimum qualifications must accompany either application, resume or work record information. Insufficient documentation regarding minimum qualification requirement may disqualify candidate from applicant pool.

**Type of Position**

Exempt                       Classified                       Permanent                       Part Time  
 Bargaining Unit                       Unclassified                       Full-Time                       Intermittent

**Muskingum County Job and Family Services does not discriminate on the basis of race, color, religion, sex, national origin, disability, age or veteran status in employment. Must be able to pass a drug test, physical and criminal background investigation.**

**INTERNAL / EXTERNAL POSTING**



## **JOB DUTIES:**

Provides customer service on behalf of the agency; meets directly with the public and/or answers telephone inquiries; Research and responds to basic, general case status questions related to: paternity, enforcement, establishment, medical issues, payment issuance, payment receipt, and administrative/court hearing dates, time and location inquiries; provides information on available services; instructs customers of items needed to be sent to agency (i.e., address, phone number, employment and driver's license number); forwards calls or information to appropriate staff members as necessary; prepare and provide appropriate documents in response to customer requests: make entries into SFRC; Researches and tracks the status of various activities in the case via CRIS-E/SETS electronic and/or hard copy records, in order to answer questions; enters pertinent case information into running record: follow up on customer requests by looking into payment irregularities, resolving case issues if possible (i.e., researches payment receipt by income provider, delinquency lists, etc.); obtains and redirects pertinent case information requiring further action to other CSEA staff members as necessary (i.e., information that necessitates income withholding being issued, non-compliance with income withholdings, etc.). Maintain proxy box. Post payments to Smart Image Viewer (SIV).

Performs cashier duties including, takes payments, answers customer questions (i.e., figures amount customer needs to pay by the week, bi-weekly, monthly including administrative fee amount) balances cash drawer, and issues receipts; logs court entries daily (i.e., maintains a log of all entries received by name, court number, and date received); assists in answering the telephone, directing calls and/or taking messages; opens mail and disseminate to proper staff; types new labels and sets up case files for all new cases. Relieves other workers when necessary. Process mail daily to prepare for post office delivery.

Attends meetings, conferences, workshops, and other training sessions as necessary. Performs other duties and/or special projects as assigned.

## **MINIMUM QUALIFICATIONS:**

**Associates Degree preferred.**

Twelve months experience as a Clerical Specialist 2, 10112.

Or formal education in arithmetic that includes addition and subtraction, and reading and writing common English vocabulary. Also requires one course or six months experience in typing or keyboarding and one course or six months experience in word processing. In addition, applicants must have an additional twelve months previous clerical experience in a position similar to a Clerical Specialist 2, 10112.

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