

LORAIN COUNTY DEPT. OF JOB & FAMILY SERVICES

BARBARA TAMAS, DIRECTOR

42485 NORTH RIDGE ROAD - ELYRIA OH 44035-1057

(440) 323-5726/244-4150 FAX: (440) 323-3422

JOB NUMBER 21-40	CLASSIFICATION Unit Support Worker 1-E (Call Center)
PAY GRADE AND RATE 4.5 - \$14.87 (Two positions are available – one position is bilingual with a \$1.00 bilingual supplement to the base rate of pay)	

All resumes or applications must demonstrate how you meet the following requirements. Resumes or applications should be mailed to: Kristin Whiteman, 42485 N. Ridge Rd., Elyria OH 44035.

Please submit resumes or applications by December 29, 2021. Applications may be obtained on the agency website at www.lcdjfs.com.

BRIEF DESCRIPTION OF JOB:

Under the direct supervision of the unit supervisor, answers calls from applicants and recipients of Public Assistance Programs. Documents all calls in computer system or other required databases. Schedules appointments on worker schedules. Explains basic eligibility; answers general questions; escalates problem cases to attention of appropriate worker, supervisors and/or administrators according to policy. Completes necessary forms. Refers applicant/recipients to community resources and appropriate departments within the agency. Refers changes to Eligibility Referral Specialists to process. Performs a variety of clerical duties: assembling required forms for mail-out applications packets; copying and pasting electronic forms to electronic imaging system; completing income verification requests; issuing appropriate appointment notices. Assists with copying and organizing paperwork for imaging system. Documents income verifications received. Operates switchboard and telephone equipment to receive, transfer and transmit calls. Assists in coverage with other Unit Support Worker positions such as Screening, Front Desk, and the Call Center. Attends and participates in meetings and training. Completes monthly reports and enters information into computer system or other applicable databases as required. Performs other related duties as assigned by the Director or designee. Bilingual Position: English/Spanish Usage.

MINIMUM REQUIREMENTS:

- Formal education in arithmetic that includes addition and subtraction and reading and speaking common English vocabulary. Also requires one course or six months experience in typing, keyboarding or word processing and a valid driver's license.
- Or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.

AGENCY QUALIFICATIONS:

- Bilingual Position: Ability to Speak, Write, and Read Spanish Fluently
- Ability to Interview
- Basic Computer Skills
- Good Public Relation Skills
- Notary (or become a notary)
- Dependable Transportation with Appropriate Liability Insurance and a Valid Ohio Driver's License with a Good Driving Record
- Cultural Sensitivity
- Good Attendance