

**Medina County
Job and Family Services**

Position Description

Division:	Business Services
Unit:	Administration
Supervisor:	11200.0

Classification:	General Clerk	Working Title:	Clerk
Class Number:	10161-Medina	Position Control Number:	11203.0
Status:	Bargaining	Pay Range:	24

Summary of Essential Duties

Under the direction of the Fiscal Supervisor, answers, screens and directs incoming calls. Takes messages as needed for all employees of the agency. Processes the agency=s incoming and outgoing mail, organizes the closed file records for easy retrieval and storage and maintains a tracking system of the closed and transferred in and out file records. Maintains client records and case files. In addition, provides backup services as necessary (i.e., Benefit Recovery and front desk operations).

Functions of the Position

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. Answers, screens and directs incoming calls and takes messages for all employees of the agency using telephone equipment (e.g., switchboard, multi-channel console, TDD machine).
5. Processes the agency=s incoming and outgoing mail (i.e., opens, date stamps, sorts and distributes interoffice and U.S. incoming mail, gathers and distributes outgoing mail including delivery of interoffice mail to Administration Building, distributes interoffice mail and faxed material received in the agency, operates and maintains postage meter, tracks and reports postage expenditures).
6. Files and maintains agency client records (i.e., tracks closed cases via bar coding system, retrieves records as requested by staff, transfers and receives all cases to and from other county agencies, completes all record filing of loose items in closed and/or open case files, coordinates record destruction, operates agency computer data imaging program (CGI), maintains computerized bar coding system (TAB)).
7. Assists Benefit Recovery (i.e., answers incoming telephone calls, retrieves telephone messages and returns calls or forwards messages to the Investigator, copies documents

- relating to causes of overpayments, copies the Rights and Responsibilities form from the client record from the time period overpayment occurred, files cases in Benefit Recovery area, retrieves cases for the Benefit Recovery unit as needed, assists with monthly mailing notices, tracks status of subpoenas, copies and types material for criminal cases sent to the Prosecutors office, checks records designated for destruction for possible overpayment case, checks records designated for transfer for possible overpayment case, checks returned mail against phone and criss-cross directories for address change)
8. Assists at the front desk (i.e., greets clients and determines the purpose of the visit, logs clients into the computer system (CRISE) upon arrival and notifies caseworker, mails application packets and related material to applicant/recipient households, copies verifications, provides receipts to clients and forwards information to caseworker, completes Information Referral Sheet (IRS) forms when needed for changes reported by client).
 9. Provides clerical support (i.e., assists with typing, makes copies, assists with scheduling rooms, phone, reference manual updates, prepares routine, basic correspondence and performs word processing functions, operates and maintains various office equipment)
 10. Provides unit coverage as scheduled or when needed.
 11. Attends meetings and trainings as needed.
 12. Meets all job safety requirements and all applicable OSHA safety standards that pertain to job duties.
 13. Performs other duties as assigned.

Knowledge, Skills and Abilities

Knowledge of: Telephone operator equipment (e.g., switchboard, multi-channel console); office practices and procedures; office equipment (e.g., fax machine, copy machine, postage meter); computer operations; TDD machine operation; computer operations pertaining to the handling of mail; social Welfare issues; agency departments and work units; typing and word processing; English grammar and composition; collating and sorting materials; photocopying documents; basic mathematics; interoffice communications; agency services and referrals (i.e., directing visitors to appropriate locations or departments); front desk operations; filing principles; automobile operations.

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, drive an automobile for mail deliveries/pick-ups;.

Qualifications

An Associate Degree in Behavioral Science, Social Science or Education and one (1) course or six (6) months experience in typing, keyboarding or word processing,

or

Currently pursuing an Associate Degree with a minimum of ten (10) credit hours completed and, one (1) year paid experience in a professional office environment handling in-person and/or telephone contacts with clients, customers and/or general public, with additional duties of typing, keyboarding or word processing,

or

Post secondary education in business mathematics, post secondary education in business English and two (2) years experience working in an office environment performing a full range of standard clerical assignments including, but not limited to, using standard practices and procedures pertaining to the handling of mail, sorting items into categories numerically, alphabetically and chronologically, contacts with clients, customers and/or general public and additional duties of typing, keyboarding and/or word processing.

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.

Clerk P.C.N. 11203.0

List Position Numbers and Class Titles	Signature of Agency Representative:	Date:
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of Positions directly supervised:		
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