



## HUMAN SERVICES DIVISION

Daniel B. Brenneman

Director

445 Woodlawn Avenue/P.O. Box 100

Zanesville, OH 43702-0100

Phone (740) 454-0161 • Fax (740) 454-0067

(800) 242-0029

[www.muskingumcountyjfs.com](http://www.muskingumcountyjfs.com)

### POSITION OPPORTUNITY

CLASSIFICATION: UNIT SUPPORT WORKER 2  
 CLASS NUMBER: 30112  
 BASE SALARY: \$ 16.49\* per hour  
 PAY RANGE: 4  
 DIVISION: HUMAN SERVICES  
 JOB LOCATION: 445 Woodlawn Ave. 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 than above amount

EFFECTIVE: Immediately

Apply by: Mail: HUMAN RESOURCES MANAGER  
 MUSKINGUM COUNTY JOB AND FAMILY SERVICES  
 or 445 Woodlawn Ave./P.O. Box 100  
 Zanesville, Ohio 43702-0100  
 E-mail: [Muskingum.HR@jfs.ohio.gov](mailto:Muskingum.HR@jfs.ohio.gov)

**Date Posted: July 5, 2022**

**Deadline: July 11, 2022**

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.

Must be able to pass a drug test, physical and criminal background investigation.

#### Type of Position

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

### **INTERNAL / EXTERNAL POSTING**

*Muskingum County Job & Family Services is an Equal Opportunity Employer.*

“People dedicated to helping people.”

## **JOB DUTIES:**

Direct services to customers. Accepts calls from the public through the call center in a timely, courteous and professional manner. Gathers complete and detailed information pertinent to case processing. Utilizes OBS to research and verify eligibility and case status of assistance groups. Knowledgeable of community resources available and makes referrals as appropriate. Utilizes the call center on-line guide to assist in answering inquiries. Documents information obtained from calls in OBS immediately to allow for follow up by case managers. Works with the Non-Emergency Transportation Program in scheduling transportation or preparing gas vouchers. Also works with the Healthchek Program or associated tasks. Completes income verifications and medical coverage verifications for clients. Sees clients assigned through the Walk-In Queues to answer questions, complete interviews, or address concerns. Adheres to agency telecommunication policy.

Performs a variety of clerical support duties. Duties may include filing, copying and faxing documents and securing, preparing and organizing documents or files for staff members. Schedules appointments in COMPASS/OBS software. Refers to Shared Services line as appropriate. Screens, assigns, and tracks mail in or drop off applications for assistance. Collects data, creates and maintains internal databases and spreadsheets in various formats. Generates reports as needed. Performs word processing duties such as typing letters, schedules, reports, meeting minutes and other documents. Researches the internet and ODJFS Innerweb for information.

If not the primary worker for the above tasks or programs, may be called upon to cover during absences and peak times. Attends meetings, trainings, and conferences. Completes Random Moment Samples (RMS) accurately and timely. Documents the RMS in the case file records. Completes special projects as assigned.

## **Minimum Qualifications:**

Twelve months experience as a Unit Support Worker 1, 30111 and a valid driver's license.

Or Formal education in arithmetic that includes addition and subtraction, and reading and speaking common English vocabulary, one course or six months experience in typing, keyboarding or word processing, and a valid driver's license. Also requires an additional twelve months experience in typing, keyboarding or word processing and working in an office environment handling in-person and/or telephone contacts with clients, customers and/or general public.

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