

POSITION DESCRIPTION

Tuscarawas County Prosecutor/Child Support Enforcement Agency

CLASSIFICATION TITLE:	Customer Service Representative
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FLSA STATUS:	Non Exempt	EMPLOYMENT STATUS:	Full-time
FLSA TYPE:	Non-bargaining	REPORTS TO:	Supervisor
CIVIL SERVICE STATUS:	Classified	UNIT:	Financial & Customer Services

DISTINGUISHING JOB CHARACTERISTICS

The CSR is responsible for providing effective and courteous customer service support to all internal and external customers in addition to performing general secretarial, clerical and administrative duties for the CSEA such as greeting customers, answering general questions, mail distribution, updating case specific information, scanning and forwarding clearly documented information to appropriate staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below. Reasonable accommodations will be made for disabled persons, covered by the Americans with Disabilities Act, in accordance with the requirements of that Act.

1. Answers a multi-line switchboard, retrieves messages and directs caller to appropriate staff member. Acts as a receptionist to all agency customers; demonstrating a positive and professional attitude during all interactions. Responsible for maintaining agency visitor log and daily staff availability listing. Obtains photo identification of person requesting case information, arriving for an administrative hearing or requesting to speak with agency personnel. Notifies agency personnel of client's arrival or of requests to speak with employee.
2. Answers general questions, and provides case specific information by utilizing SETS program, digital case file or physical case file to retrieve requested material or information.

3. Prepares check log at the beginning of each day. Collects, reviews and logs child support payments received in the form of personal check or money order on daily check log and in SETS running record for each case payment is received. Issues receipts in return for payments. Transmits payments received to Ohio CSPC; and maintains totals of daily and monthly collections for statistical purposes on excel spreadsheet.
4. Distributes and gathers agency forms; obtains client information needed to update participant address, name, and/or phone number changes in SETS and updates participant name change in digital case file. Assists customers in completing forms when requested. Scans postal or documents into digital case file or file in physical case file; enters pertinent information into case running record in SETS and physical file if applicable. Receives client information needed to update employment, changes in circumstances, and requests for services provided by other agency departments. Scans and routs documents to appropriate staff member. Responsible for ordering customer service specific forms; making copies and stocking pertinent forms located in agency lobby.
5. Responsible for incoming and outgoing mail and faxes for the agency; delivers mail to staff mailboxes and scans documents into document imaging software and routes to appropriate person within the agency. Performs general clerical tasks including operating small machinery (e.g. fax machine, copier, postage machine, computer). Takes mail to the Post Office one day a week.
6. Responsible for customer recoupment account records including the creation, monitoring and enforcing of those accounts.
7. Generates certified printouts and/or provides copies of documents as necessary to financial institutions, courts and attorneys.
8. Assists customers with establishing a new customer service web portal account or troubleshooting.
9. Participates as an Early Intervention team member; meets with new customers to explain the next steps following an administrative hearing (e.g. making and receiving payment options and general child support program overview). Assists customers with web portal registration and provides a web portal overview. Responsible for making copies of early intervention material and putting together early intervention folders.
10. Responsible for investigating, monitoring and completing a variety of reports to enforce the collection of child support orders.
11. Confers with all agency departments to provide further assistance, if necessary.
12. Maintains confidentiality and security of case information.

13. Maintains and increases knowledge and skills through attendance at meetings, conferences, training seminars, and in-service training sessions.
14. Provides culturally competent service to clients, the public and colleagues.
15. Participates in community outreach, agency committees and events.
16. Maintains regular, dependable and predictable attendance.

OTHER DUTIES AND RESPONSIBILITIES

Other duties as assigned by management.

EQUIPMENT OPERATED

Computer; printer; copier/scanner; calculator; fax machine; postage machine; telephone; multi-line switchboard; other standard office equipment; audio/video projector. Reliable transportation to attend meetings, trainings and conferences.

CONTACTS WITH OTHERS

CSEA staff; case participants; representatives of other governmental agencies and offices; office supply vendors; and general public.

WORKING CONDITIONS

The employee may negotiate, use or work with or in the vicinity of personal protective equipment, eye and face protection, hand protection, the handling of material and supplies, human blood and bodily fluids, or other potentially infectious materials, hazardous chemicals, and weapons.

General Duty: Safe and Healthful Workplace: The employee has contact with violent or emotionally distraught persons.

USUAL PHYSICAL DEMANDS

The following physical demands are typically exhibited by position incumbents performing this job's essential duties and responsibilities. These physical demands are not, and should not be construed to be job qualification standards, but are illustrated to help the employer, employee and/or applicant identify tasks where reasonable accommodations may need to be made when an otherwise qualified person is unable to perform the job's essential duties because of an ADA disability.

While performing duties of this job, the employee frequently sits for extended periods of time while conducting research, reading files and performing other related duties. Employee frequently talks and hears over the telephone and in person. Vision demands are normal, except can include close, detailed vision when operating the computer, with the ability to adjust focus for close work. Employee may sit for extended periods of time while operating or traveling in a vehicle to and from worksites.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of : Computer operations (e.g., Proficient in Microsoft Office Suite, Word-processing/data entry); Office practices and procedures; email; Outlook, Microsoft Office, SETS, CRIS-E (**Can be Developed after employment, prior experience a plus**); court system processes pertaining to child support; in person and telephonic customer service techniques; multi-line switchboard; basic mathematical skills; effective communication skills both oral and written; Ohio Child Support Program Manual; Tuscarawas County CSEA policy and procedures (**Developed after employment**)

Ability to : Develop and maintain effective working relationships with fellow employees, attorneys, case participants, other governmental representatives and general public; apply principles to practical work situations; maintain productivity and friendly working atmosphere; maintain confidentiality of confidential and sensitive subject matter; recognize threshold issues; communicate effectively in writing; handle and coordinate large case load; comprehend a wide variety of basic and complex technical, written material; carry out verbal and written instructions; maintain accurate records; make independent decisions within the position duties; complete child support program documentation; post information and data into computer and case file accurately; draft documents accurately and timely; proofread materials; add, subtract, multiply and divide whole numbers; calculate percentages, fractions and decimals; gather, classify and organize information in a clear and logical manner; maintain work, files and desk area in an organized manner; and effectively communicate basic child support program rules and processes to lay persons

Skill in: Word processing (Proficient in Microsoft Office 2003-2016; operation of standard office equipment; operation of job related software applications; typing; data entry; oral and written communication; interviewing techniques; organization; oral and written communication; problem solving and multi-tasking.

QUALIFICATIONS

An appropriate combination of education, training, course work and experience may qualify an applicant to demonstrate required knowledge, skills, and abilities. Examples of acceptable qualifications are:

Experience in organizing and prioritizing work and in meeting deadlines; carry out detailed but basic written or oral instructions; demonstrated ability to work cooperatively with staff and supervisor and to work independently; professional office etiquette; self-motivation; good judgment and attention to detail. Experience in customer service or other consistent interaction with the public; and demonstrable ability to perform the essential functions of the position.

Experience in operating a multi-line phone system; customer service experience either in person, telephonic or on-line communication medium;

Job Applicants must pass a basic word processing/typing and mathematical test during the initial interviewing process.

Additional qualifications preferred: Previous experience in a Family Services Agency (CSEA preferred);

LICENSURE OR CERTIFICATION REQUIREMENTS

Maintain valid Ohio Driver's License. Notary Public in the State of Ohio (can be obtained upon employment)

This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform any duties required by the employee's appointing authority, supervisor or designee.