

TUSCARAWAS COUNTY CHILD SUPPORT ENFORCEMENT AGENCY

154 SECOND ST NE, NEW PHILADELPHIA, OHIO 44663

PHONE (330) 343-0099

FAX (330) 364-4854

TRACI A. BERRY, DIRECTOR

RYAN STYER, PROSECUTOR

Notice of Job Opportunity

Full-Time Child Support Customer Service Representative

The TCCSEA is accepting resumes for the position of Child Support Customer Service Representative.

Posting Period: Wednesday, November 15, 2017 through Wednesday, November 29, 2017 4:30 PM.

PAY RANGE: \$12.00 Per Hour

MINIMUM 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 include: experience in customer service or other consistent interaction with the public; experience in operating a multi-line phone system; knowledge of Microsoft Office; strong verbal and written communication skills; deductive reasoning skills; organizing, prioritizing and multi-tasking work; meeting deadlines; comprehend and execute written or oral instructions; ability to work cooperatively with staff and supervisor; work independently; professional office etiquette; self-motivation; good judgment and attention to detail. Job Applicant must pass a basic work processing/typing and mathematical test during the initial interviewing process.

JOB DUTIES:

The person in this position will act as a receptionist to all agency customers. Includes, but not limited to: providing effective and courteous customer service support to all internal and external customers; performing general secretarial, clerical and administrative duties such as: answering a multi-line switchboard, retrieves messages and directs caller to appropriate staff member; greeting customers; answering general questions; assisting customers with web portal inquires and registration; collecting and recording child support payments; working monthly reports; distribution of agency forms and documents; incoming and outgoing mail and faxes; scanning and routing documents using document imaging software; filing paperwork; updating case specific information; Early Intervention team member; and other duties as assigned by management.

FRINGE BENEFITS INCLUDED:

- Health Insurance benefits including vision and Rx
- Employee paid dental
- Paid sick leave
- Paid vacation (after 1 year of service) or after accumulated if applicant has prior countable service.
- OPERS
- Deferred Compensation Plans Available
- Flexible Work Hours

Qualified applicants should submit a resume and application by November 29, 2017 at 4:30 pm to:

Melissa Uebel, HR Coordinator

TCCSEA 154 Second St NE, New Philadelphia, Ohio 44663

Melissa.Uebel@jfs.ohio.gov