

August 7, 2018

To: All Staff

From: Beth Taggart

Re: Job Posting

We have an opening for an Income Maintenance Aide 2. This will be a 6 month temporary position. Anyone interested in this position please contact Teresa Harris. The deadline for application is Wednesday, August 15, 2018. Please apply in writing and be sure to include a resume.

Starting Pay: \$17.43 per hour

Minimum Qualifications: High School Diploma or GED; 12 months experience performing like duties; valid Ohio driver's license is required. Having held this position within the last 3 years meets the minimum qualifications. Associate Degree in Business, Office Management, Human Services, or related field preferred.

POSITION DESCRIPTION

AGENCY

Job and Family Services

DIVISION OR INSTITUTION

Athens County

UNIT OR OFFICE

Social Services

POSITION CONTROL NUMBER
22202.0

CLASS TITLE
Income Maintenance Aide 2

CLASS NUMBER
17212

State Agency County Agency New Position Change

County of Employment
Athens

USUAL WORKING TITLE OF POSITION
IM Aide 2

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
23000.1 Eligibility/Referral Supervisor 1

NORMAL WORKING HOURS (Explain unusual or rotating shift)
M-F 8:00 am. - 5:00 pm. (Flex Time)

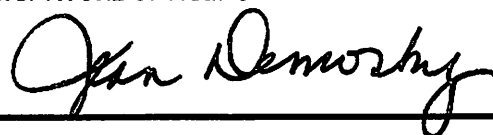
JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
70%	Assists customers both in person and by telephone. Requires a general knowledge of all programs offered by CDJFS, as well as, resources available in the community. Answers general inquiries from the public regarding all agency programs and makes referrals to other community resources/agencies as appropriate. Operates computer data systems to conduct benefit inquiry and to respond to applicant and recipient needs. Receives complaint and problem reports from recipients and the general public. Attempts to resolve complaints/problems or make referrals as appropriate. Assists customers with application completion, conducts screening interviews with applicants, and performs application registry functions for all agency programs (ie: expedited SNAP benefits, OMJ, etc). Gathers information; complies and makes record of documents needed to initiate eligibility determination for all programs. Completes basic correspondence. Assists customers with computer needs, faxing, copying and other general office equipment. Communicates effectively with case managers and cooperates with coworkers and other agencies to insure applicants and recipients receive timely and courteous service. Follows processes as required by ODJFS and CDJFS policies and procedures.	Knowledge of 11 (b): Human Relations; 13 (a) Office Practices, (b) Agency Policies & Procedures; 16 Interviewing; Skills in use of 25 (b) Word Processing; Ability to 30 Reason: b,c,f,h,j; 31 Numerical: a,b,c,d; 32 Verbal: i,j,k,l,n,o; 33 Clerical: a,e; 34 Interpersonal: a,b,c,d,f,i.
25%	Assists with records retention and identifies records for purging according to agency records retention plan. Processes and distributes agency mail, scans mail to recipient file as determined by the department, meters outgoing mail, and completes the agency mail run. May serve as Inter-County Case Transfer and/or state QC Review Coordinator. Distributes food to eligible applicants for emergency food assistance, as determined by the Athens County Food Pantry. Maintains record logs of customers, phone calls, applications and deliveries. Participates in meetings, workshops and training. Other general clerical duties as assigned.	
5%	Other duties as assigned. May be required to perform duties under supervision of the Athens County Red Cross during an emergency in accordance with the Athens County Job and Family Services Disaster Plan and the Athens County Emergency Operations Plan.	<p>Minimum Qualifications: High School Diploma or GED; 12 months experience performing like duties; valid Ohio driver's license is required. Having held this position within the past 3 years meets the minimum qualifications. Associates Degree in Business, Office Management, Human Services, or related field preferred.</p>

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



8-7-18