
Customer Service Aide(Job Id 1036)

Location: US:OH:Cleveland

Category: County Executive

Salary: 16.35-0.00 USD

Post Date: 10/31/2022

Close Date: 11/27/2022

Description

Department: Cuyahoga County Job & Family Services

Location: Virgil E Brown building, 1641 Payne Ave., Cleveland, OH 44114

Anticipated Work Schedule: 8:30am-4:30pm, Monday-Friday

Part time available: 10:00am-2:00pm, Monday-Friday

Reports To: Administrative Support Manager

Full Time or Part Time: Full

Regular or Temporary: Regular

Bargaining Unit: AFSCME 1746

Classified or Unclassified: Classified

FLSA: non-exempt

Wage:\$16.35/hour

Remote and/or hybrid remote work may be available after successful completion of probation.

****PART TIME NOW AVAILABLE****

We now have part time opportunities available for this position, Monday-Friday, 10:00am-2:00pm. The part time positions are not eligible for health insurance coverage. Part time Customer Service Aides will train in person, Monday-Friday, for two weeks, then work is 100% remote at the part time hours. This position will be crucial to assist with call volume at peak times.

Some work performed by the Customer Service Aide includes the following:

- Provide and/or update information in Customer Information System (OBWP) in response to general customer inquiries
 - Update address, telephone number, etc.
 - Advise of benefit application/reapplication process and timeframes, status of benefit application, verify document(s) have been received and/or what documents are still needed for application processing
- Route calls to appropriate Contact Center queues
- CATS (Case Assignment Tracking System) updating
 - Add work items to assist EFS Specialist in processing benefits
 - Flag cases to indicate all documents have been received for benefit application processing

Essential Job Functions

- Provide preliminary contact with public, greet visitors, answers telephone, provide information and referral on available county

and community resources, take messages and /or refer calls.

- Interview applicants or recipients to determine type of public assistance being requested (e.g. - review documents to determine what additional data is needed to complete applications; refer applicants and recipients to appropriate personnel, other agency, or community provider).
- Collect necessary verifications; perform inquiries and input into CRIS-E, PAM (Premier Appointment Manager), E-Gateway, OnBase, and CCIDS (Child Care Information Data) systems.
- Perform variety of clerical functions related to completion and maintenance of case records (e.g. - write and type reports, complete forms, assist with registration activities, mail out application packets upon request, respond to written inquiries, complete daily activity reports, maintain correspondence and case files.
- Perform general clerical tasks (e.g. - pick up, open, stamp, distribute and/or send out mail; copy work; count; compile; pick up and deliver supplies; count, sort, and collate materials).
- Assist in training of new employees.
- Attend meetings, workshops and training sessions.
- Performs other related duties as assigned

Minimum Requirements

High school diploma or equivalent. Computer literate; demonstrated ability/experience with Common Registration Information System - Enhanced (CRIS-E); OR other data base registration systems; prioritize work, meet deadlines and work cooperatively with others in a professional office setting.

Application Process

This is a competitive, classified position. The Personnel Review Commission (PRC) will check your application to make sure you meet the minimum qualifications. If you do, the PRC will invite you to take a civil service examination. The exam is specific to this position. Everyone who passes the exam goes on an eligibility list. To fill this opening, the PRC sends the hiring department and Human Resources (HR) a certified eligibility list with the top 25% candidates (or at least the ten highest scoring candidates, whichever is greater). HR helps the hiring department decide who from the certified list to follow up with for interviews and then a job offer.

Most of our communication with candidates is through email. Regularly check the email address you gave us in your job profile. Watch your Spam folder, just in case.

If we offer you a job, you must pass a drug screen and background check before the offer becomes final. Prior criminal convictions do not automatically disqualify you from employment; the County looks at criminal convictions on a case-by-case basis using the guidelines in [Chapter 306 of the County Code](#).

EQUAL OPPORTUNITY EMPLOYER

Cuyahoga County is committed to fostering a diverse and inclusive workforce, which includes building an environment that respects the individual, promotes innovation and offers opportunities for all employees to develop to their full potential. A diverse workforce helps the County realize its full potential. The County benefits from the creativity and innovation that results when people with different experiences, perspectives, and cultural backgrounds work together.

The County is committed to providing equal employment opportunities for all individuals regardless of race, color, ancestry, national origin, language, religion, citizenship status, sex, age, marital status, sexual preference or orientation, gender identity/expression, military/veteran status, disability, genetic information, membership in a collective bargaining unit, status with regard to public assistance, or political affiliation.

If you need assistance applying or participating in any part of the candidate experience, contact Human Resources at 216-443-7190 and ask to speak with a talent acquisition team member.