

JOB OPPORTUNITY #1017
Posted Friday, December 11, 2020 until filled

Position: **Information and Referral Assistant**
Department: Department on Aging
Pay Grade: 5
Compensation: \$13.30/Hr. Full Benefits Package

Definition: Under general supervision in accordance with the Agency Organization Chart, responds to requests for service by making the appropriate and accurate Agency and community program referrals; Relieves administration of routine tasks; Registers new clients and updates exiting client information as needed; Coordinates with Agency personnel on special projects and assignments; Performs a variety of clerical duties; Works on matters requiring confidentiality and discretion; Performs related duties as required

Typical Examples of Duties & Percentage of Time:

- 60-70% Interacts with the general public, either in person or over the telephone, and provides information and referral to departmental or community programs; Registers new clients and updates exiting client information as needed; Inputs client information into Agency's software system. Takes messages and/or refers questions or calls to other staff members and/or agencies as appropriate; Schedules client appointments with Agency personnel; Relieves Leadership and Program Coordinators of routine administrative tasks; Posts and tracks units of service on computer using Agency's software system; receives and documents donations and fees, issues receipts and prepares pay-ins. Develops and maintains courteous and professional relationships with clients, organizations/agencies and affiliations, supervisors, co-workers and volunteers; Exhibits appropriate behavior through language, positive attitude, dress code and hygiene.
- 20-30% Types various, forms, correspondence and other materials as required; Reviews and files correspondence of a highly confidential nature including materials related to clients; Works in a close continuing relationship with management in matters requiring confidentiality and discretion.
- 10-20% Coordinates with Agency personnel on special projects and assignments; Sorts and files correspondence, documents and other records alphabetically, numerically or by some other established procedure; Manages file room records as applicable; Maintains files and retrieves information; Operates and maintains office machines and instructs others in the operation and maintenance of the same; Performs other duties as required

Knowledge, Skills and Abilities:

Knowledge of (1) office practices and procedures; (2) Basic accounting and clerical principles and practices; (3) * County and departmental rules and regulations; (4) rules and regulations related to client rights

Skill in (5) computer operations including Microsoft Office and internet; (6) the operation of office equipment;

Ability to (7) deal effectively with the general public, clients, supervisors, co-workers and volunteers; (8) resolve complaints (9) communicate verbally and in writing with others; (10) clearly explain procedures to others; (11) maintain a variety of records; (12) use independent judgment; (13) follow verbal and written instructions; (14) meet schedules and time lines; (15) work independently and productively with minimal supervision; (16) interpret and ensure compliance with applicable regulations, policies and rules.

Suggested Training and Experience Requirements:

High school diploma or equivalent with vocational/technical training in business procedures or a related field and two years increasingly responsible related experience; Or any combination of education and experience that provides the requisite knowledge, skills and abilities for the job.

Additional Requirements:

Must pass (test negative) pre-employment drug test.

May work flexible schedule based on needs of agency

Must pass criminal background checks and public database checks and remain qualified annually.

Must possess valid Ohio driver's license, or equivalent, and acceptable driving record.

Must be certified in First Aid and CPR, issued by an authorized agency

Must be capable of providing First Aid and CPR

Must be able to push, pull and lift up to 25 pounds on a regular basis.

May drive personal vehicle for county business.

May be required to drive a county vehicle for county business

Is subject to inside environmental conditions.

Performs work which is primarily sedentary.

Requires vision (which may be corrected) to read small print.

Submit an ***Application for Employment*** to the Geauga County Commissioners' Office, HR Administrator #1017, 470 Center Street, Building #4, Chardon OH. Details and application form at www.co.geauga.oh.us

12/01/20