

# ***Crawford County Job and Family Services***

*Income Maintenance\*Workforce Development\*Child Support Enforcement\*Children Services*

## **JOB & FAMILY SERVICES**

*224 Norton Way  
Bucyrus, Ohio 44820  
Tel 419-562-0015  
Fax 419-563-9797*

## **CHILDREN SERVICES**

*224 Norton Way  
Bucyrus, Ohio 44820  
Tel 419-563-1570  
Fax 419-562-0050*

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### **VACANT POSITION**

#### **PUBLIC INFORMATION SPECIALIST**

**FULL-TIME**

**PCN: 14023.0**

**SUPERVISOR: Jobs Unit Supervisor**

**UNIT: Jobs**

#### **DUTIES**

Community Liaison: greets clients and visitors to office, determines what they are there for, registers and/or checks them in, and directs them to services and/or staff. Answers phone calls and transfers to appropriate staff person. Answers basic client questions. Handles information only calls. Takes messages when necessary. Assists job seekers in Resource Room to utilize the tools available for employment seeking purposes, monitors overall appropriate usage of the public access computers and phones, assists clients in registering for work and answers basic questions about OhioMeansJobs. Refers qualified applicants to employment opportunities. Scans all incoming documents into Northwoods system.

Maintains job boards and job search resources in resource room and lobby. Types resumes or directs clients to resume writing resources. Reserves conference rooms and visitor offices for employers and visitors as needed.

Processes new referrals to Work Activities unit from Income Maintenance unit and schedules accordingly. Prints and mails appointment letters. Reviews various CRISE screens to ensure participation codes are accurate. Enters information into PC and CRISE for tracking and scheduling. Prints and mails appointment letters for group assessments. Scans all appointment letters into Northwoods system and notates in CRISE. Answers basic appointment related questions. Performs other clerical tasks involved in compiling, organizing and storing information. Prepares detailed reports.

Develops effective communication and marketing strategies utilizing a variety of methods including social media. Drafts content for media or website; updates and manages agency website and social media sources. Assists in organizing and planning initiatives and events. Creates and presents informational programs to promote available service delivery or ensure outreach activities. Plans, develops, and presents special projects and displays. Conducts research to keep management abreast of current trends, issues, and progress.

Maintain office supplies. Fills out requisition for supervisor approval and processing. Attends meetings and trainings as required for duties. Performs other duties as required by Administrator.

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### **KNOWLEDGE, SKILLS, AND ABILITIES:**

Computer operations; Administrative procedures; Typing principles (e.g., word processing and transcribing); Communication; journalism; multi-media techniques; Interviewing. Agency filing and records system; Office practices and procedures; English grammar and composition; Meeting preparations and procedures (e.g., prepare agendas and types minutes); Data processing/entry procedures. Operating a computer (e.g., updating files on); Typing; Word processing; Organization; Writing; Operating photocopier; Operating computer systems; Operating word processor or typewriter. Perform a full range of standard clerical assignments; Resolve recurrent standard problems; Reading comprehension; Perform intermediate mathematical operations (addition, subtraction, multiplication and division of fractions, decimals, and percentages); Batch data; Transcribe information from tape recordings; Take notes of meetings; Photocopy forms; Maintain accurate records; Enter data using keyboard; Complete forms (e.g., income verification forms); Check eligibility; Proofread materials; Read, copy, and record figures; Gather, collate, and summarize data; Fill out or prepare correspondence; File material numerically, alphabetically or chronologically; Sort items into categories according to established methods; Resolve a wide range of problems; Maintain and update client files and records; Photocopy materials; Prepare documents and case files (e.g., word processing); Types information from tape; Review work product and make necessary changes or corrections; Create databases for reports.

### **MINIMUM QUALIFICATIONS**

Completion of undergraduate core program in journalism, marketing, communications, business administration, public administration, psychology, sociology, social work, or education.

- Or one course or six months experience in each of the following: public speaking, speech or oral communication; news writing and reporting; reporting public affairs; photojournalism; graphics of communication; law of press, radio and television; factual writing; editing; reporting television news; reporting radio news; and English composition and grammar or written communication.

- Or two years' experience in writing informational articles and/or media releases, and responding to inquiries and/or complaints in-person, by telephone and/or in writing with a variety of persons (e.g., news media; customers; business or governmental officials/representatives) on behalf of employer or otherwise to promote the image of employing agency or to promote outreach activities.

Or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.

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### **UNUSUAL WORKING CONDITIONS/HAZARDS**

The incumbent has almost no responsibility for the safety of others. Errors will not normally result in injury to others. Additionally, the position involves very limited probability of any injury, but minor risks related to injuries involving an office setting, such as tripping and falling, do exist. The position may require travel.

\*\*\*\*EQUAL OPPORTUNITY EMPLOYER\*\*\*\*

SEND A RESUME OR FILL OUT AN APPLICATION DURING THE POSTING DATES LISTED BELOW.

CONTACT INFORMATION:ATTN: JENNY GREMLING

[Jennifer.Gremling@jfs.ohio.gov](mailto:Jennifer.Gremling@jfs.ohio.gov) OR FAX-419-563-9797 OR MAIL TO: CRAWFORD COUNTY JOB AND FAMILY SERVICES, 224 NORTON WAY, BUCYRUS, OHIO 44820

POSTING DATES: OCTOBER 19, 2017 – November 3, 2017