

PORTAGE COUNTY
Job & Family Services

TITLE: IM Aide 2

DIVISION: Public Assistance

WORKING HOURS: 8:00 a.m. to 4:30 p.m. Monday-Friday

JOB OBJECTIVES: Under the direct supervision of a JFS Supervisor, incumbent provides support to Eligibility Specialists by handling all initial inquiries made by clients, researches mail, sends notices and requests information from clients, assists clients applying for the different Public Assistance programs, screens and routes applications that come into the agency.

ESSENTIAL JOB FUNCTIONS:

- Provide support for Eligibility Specialists by handling all initial inquiries made by clients: answering telephones, checking voice mail and greeting people who enter agency and determine reason for visit/phone call.
- Research mail, send notices as needed, request information from clients, and other similar duties.
- Assist/advise people applying for Food Stamps, OWF, Medicaid, PRC, Day Care, etc. Check applications for completeness and research them in appropriate computer systems to ensure correct routing and or assignments.
- Schedule interview appointments with caseworkers. Enter the appointments and document them in CRIS-E.
- Screen, route and log all applications that come into the agency.
- Make copies for Public Assistance workers, supervisors, managers and the general public.
- Assist the general public with information about our programs and services.
- Assist medical service providers by researching directory information in state/local computer system.
- Prepare and scan documents into the Digital Imaging System. Route documents to appropriate workers and case banks as necessary.
- Perform a variety of clerical tasks - check voice mail and return calls, e-mail, fax, assemble application packets, open sort and distribute agency mail, order and distribute office supplies.
- Keeps current in area of responsibility by attending training, seminars or conferences.
- Perform other related duties as assigned
- Operate a motor vehicle as needed to perform the essential functions.

NON-ESSENTIAL JOB FUNCTIONS:

- Attend workshops, meetings and seminars.
- May assist in training new employees.
- Perform other related Essential and Non-Essential functions as needed.

I. JOB REQUIREMENTS

Systems:

Ability to operate computers for data input and retrieval; proficiency in Microsoft Windows, Microsoft Office and web browsers (Internet Explorer and Google Chrome), knowledge of CRIS-E, OIES, SACWIS, ODAPS, OWCMS, SETS, CFIS, MUNIS, MITS, BUY-IN, eGateway, eQuil, CCIDS, OCLQS, Time Force, Agency's Digital Imaging systems and other systems as required by program area responsibility.

Equipment: Incumbent operates equipment such as, but not limited to, the following: personal computer, printer, calculator, multi-functional copier, fax machine and shredder.

Competencies: To perform the job successfully, an individual should demonstrate the following competencies in the position.

- Adherence to Agency Policies – Adhere to the rules of the agency (i.e. takes breaks/lunches when scheduled, clock in/out appropriately, conform to dress code policy).
- Attendance & Punctuality – Is consistently at work and on time; Arrive at meetings and appointments on time.
- Attitude & Demeanor – Exhibit a positive and supportive attitude, open and receptive to constructive feedback and direction, exhibit patience and able to control and regulate emotions.
- Communication Skills – Communicate clearly and informatively using multiple methods and forms of media. Present numerical data effectively.
- Customer Service – Manage difficult or emotional customer situations. Respond promptly and effectively to customer needs. Solicit customer feedback to improve service.
- Ethics – Treat people with respect. Keep commitments. Maintain confidentiality. Uphold organizational values. Work with integrity and maintain high standards of integrity.
- Independent Decision Making – Make correct decisions and stand behind decisions.
- Initiative – Volunteer readily. Undertake self-development activities. Seek increased responsibilities. Take independent actions and calculated risks. Look for and take advantage of opportunities. Ask for and offer help when needed.
- Interpersonal Skills – Focus on solving conflict, not blaming. Listen to others without interrupting. Keep emotions under control and use reason when dealing with emotional topics. Remain open to others' ideas and try new things.
- Professionalism – Approach others in a tactful manner. React well under pressure. Treat others with respect and consideration regardless of their status or position. Accept responsibility for own actions. Follow through on commitments; exercise common sense and good judgment about his/her appearance.
- Teamwork – Balance team and individual responsibilities to help accomplish work goals. Exhibit objectivity and openness to others' views. Give and welcome feedback. Contribute to building a positive team spirit. Put success of team above own interests. Able to build morale and group commitments to goals and objectives. Support everyone's efforts to succeed.
- Time Management – Demonstrate the ability to prioritize assignments & effectively schedule time. Complete assignments on time, generate work in an allotted time, and complete work in an accurate and thorough manner.

Job Standards: High School diploma or GED required and one year relative experience preferred. Must possess a valid Ohio driver’s license and maintain continuing eligibility under the existing County driver eligibility standards.

II. DIFFICULTY OF WORK

Work consists of varied, non-standardized tasks requiring the knowledge of established policies, rules, procedures, and laws.

III. RESPONSIBILITY

Supervisor provides general guidance allowing for the planning of procedures and methods to attain objectives. Errors in work are detected within the office in which they occur, possibly affecting the work of others, and requiring expenditure of time to correct and could result in a client receiving incorrect assistance.

IV. PERSONAL WORK RELATIONSHIPS

Incumbent has contacts with co-workers, other County employees, and with the general public. The purpose of these contacts is to coordinate departmental efforts internally and with other County departments and outside entities to help determine clients’ eligibility for assistance.

V. PHYSICAL EFFORT AND WORK ENVIRONMENT

Physical

Requirements: Incumbent performs sedentary work that may require lifting up to twenty-five (25) pounds occasionally. Ability to operate a motor vehicle.

Physical Activity: Incumbent performs the following physical activities: talking, hearing standing, walking, sitting, lifting, reaching, crouching, driving and repetitive motions.

Visual Activity: Incumbent performs work where the seeing job is close to the eyes.

Job Location: Incumbent works inside with no exposure to adverse environmental conditions.
