



SENECA COUNTY
DEPARTMENT OF JOB AND FAMILY SERVICES

An Equal Opportunity Employer
POSITION DESCRIPTION

Employee Name: Vacant
Class Number: PCN 40047.0 Bargaining
Dept./Div.: Workforce and Family Services
Reports to: WFS Supervisor
Normal Hours: Flexible
EEO Status:

Position Title: Financial Assistance Technician
Class Title: Financial Assistance Technician
Employment Status: Full-Time
FLSA Status Pay: Nonexempt
Civil Service Status: Classified
DOT (closest applicable number): 195.267-010

GENERAL DESCRIPTION: The primary function of the Financial Assistance Technician is to assist the supervisor with administrative duties, clerical functions, and bookkeeping.

QUALIFICATIONS: An example of acceptable qualifications: **High school diploma with course work in accounting and/or bookkeeping, OR A minimum of one (1) year experience in a technical support role outside or with the Seneca county Department of Job and Family Services and ability to type forty (40) wpm without error.**

LICENSURE OR CERTIFICATION REQUIREMENTS: None

EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive: **Computer, scanner, fax, telephone, calculator, photocopier.**

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:
None

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered **Sedentary** work.

JOB DESCRIPTION AND WORKER CHARACTERISTICS:
JOB DUTIES in order of importance

ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

- (1) **Greets, assists and interviews recipients and applicants; informs applicants of income maintenance and workforce development programs and procedures; determines type of assistance being requested and processes paperwork; provides required forms and instructions; reviews verification requirements; informs clients of rights and responsibilities; schedules appointments and refers clients to appropriate personnel, unit or other government agency; administers testing, as needed; reviews completed applications for additional or missing data and forwards to appropriate personnel; prepares and sends notice of appointment letters; informs applicants of the requirements of WIOA; explains services provided by WIOA; refers to community programs that may be able to help with client situation; explains work activity requirements, including hours to be worked; processes eligibility for Prevention, Retention, and Contingency (PRC); explains PRC program; reviews applications and determines eligibility; records and collects supporting documentation; contacts vendors such as utility companies, landlords, auto mechanics, etc; reviews alternative options for use of PRC; checks prior use of PRC; checks with Benefit Recovery staff to see if any non-paid violations per regulations; has purchase authorization created and issues to client or vendor; updates case record; arranges for transportation for clients**

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to schools, medical, employment sites, etc., as needed; informs applicants of requirements of the SNAP Food Assistance; covers for other financial technicians as deemed necessary by the supervisor.

(2) Performs routine and specialized clerical tasks; records case numbers, names of clients seen and purpose of visit; answers the telephone, responds to questions, directs calls and takes messages; recommends and maintains office equipment and supplies; assists with registration activities; mails application packets, on requests; photocopies, collates and distributes materials; enters data for statistical reports; completes reports as required; maintains office files and case files; records/scans information into files, as required; processes financial and budgetary documents including; statements; reviews and calculated totals or statistics; edits and rectifies, data, as needed; logs and codes data; researched files, data and statistics as required.

(3) Covers for others during peak periods or leaves of absences, and during scheduled core hours; attends meetings, as requested; other duties as assigned; regular and predictable attendance.

(4) Maintains required licensures and certification, if any.

(5) Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.

OTHER DUTIES AND RESPONSIBILITIES:

(6) Demonstrates regular and predictable attendance.

(7) Performs other related duties as assigned by the supervisor:

MINIMUM ACCEPTABLE CHARACTERISTICS: (*indicates developed after employment)

Knowledge of: agency policies and procedures*; agency services and office locations*; office practices and procedures*; basic bookkeeping and record keeping requirements*; public relations methods*; interviewing techniques*; correct use of grammar*, punctuation and spelling*.

Skill in: Organization, oral communication, writing, computer operations, typing, word processing.

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Ability to: Effectively conduct interviews*, resolve problems involving several variables; calculate fractions, decimals and percentages*; accurately copy and record information*; complete routine forms*; maintains accurate records*; prepare meaningful, accurate and concise reports*; gather, collate, verify and classify information*; maintain confidentiality*; answer routine inquiries from the public and/or transmit messages, use tact when dealing with others*, maintain effective working relationships with supervisor and co-workers*; work independently; operate a computer*, basic typing*; resolve problems involving several variables*; maintain accurate records*.

POSITIONS DIRECTLY SUPERVISED: None

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed and understand the contents of the position description.

(Signature of Appointing Authority/Designee)

(Date)

(Signature of Employee)

(Date)

Date Adopted:
Date Revised:

Developed by:
Clemans, Nelson & Associates, Inc.
Dublin, Ohio 43016

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