

Seneca County Job & Family Services

Position Description

An Equal Opportunity Employer

Employee Name: Vacant	Position Title: Financial Assistance Technician
PCN: 20002.0	Class Title: Financial Assistance Technician
Unit: Workforce & Family Services	Employment Status: Full Time
Report to: WFS Supervisor 1	FLSA Status Pay: Non-exempt
Normal Hours: 8:00-4:30	Civil Service Status: Classified
EEO Status:	DOT: 195.267-010

General Description

Assist co-workers and supervisor with administrative and clerical duties to help determine eligibility for agency programs and services.

Education

High School Diploma or GED

Experience

- Course work in accounting and/or bookkeeping, or one year experience in a technical support role.

Equipment Operated

- Computer
- Scanner
- Fax
- Telephone
- Copier
- Calculator
- Vehicles (must have valid Ohio driver's license)

Inherently Hazardous or Physically Demanding Working Conditions

None

Essential Functions

- Greets, assists and interviews recipients and applicants
- Explains agency and community programs
- Ensure compliance with local, state, federal rules/laws
- Provides required forms and instructions
- Reviews verification requirements
- Reviews rights and responsibilities
- Processes paperwork
- Schedules appointments
- Refers to other community resources
- Answers phone and takes messages
- Responds to questions
- Logs data and statistics
- Completes reports as required
- Processes financial and budgetary documents
- Covers for others as needed
- Attends conferences, workshops and trainings to obtain or maintain knowledge of current regulations
- Regular and predictable attendance

Other Duties and Responsibilities

Performs other related duties as assigned.

Characteristics

Knowledge of:

- Agency policies and procedures
- Agency services and locations
- Interviewing techniques

Skills in:

- Organization
- Communication
- Writing
- Typing/Word Processing

Ability to:

- Conduct Interviews
- Resolves Problems
- Complete routine forms
- Gather and document data
- Professionally represent the agency
- Maintain confidentiality
- Maintain accurate records
- Maintain effective working relationship with supervisor and co-workers

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

Date

Signature of Employee

Date