

POSITION DESCRIPTION		AGENCY/DEPT ID DAS/DAS104000
DIVISION OR INSTITUTION Equal Opportunity Division	UNIT OR OFFICE Administration	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006008	<input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION Customer Service Assistant 2		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR See Table of Organization	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit 09 Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 a.m. TO: 5:00 p.m. (Report in location and work hours subject to change)			

JOB DESCRIPTION AND WORKER CHARACTERISTICS		
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
70	Responds to inquiries, requests for information &/or complaints as they pertain in a given situation & independently determines appropriate action for resolution within Equal Opportunity Division (EOD): explains various divisional programs of EOD (e.g., Affirmative Action/Equal Employment Opportunity, Business Certification, Construction Compliance, Minority Affairs, & Research & Reporting) to visitors; researches programming activities to obtain information to respond to inquiries; receives & responds to inquiries for information & facilitates delivery of inquiries to appropriate program manager; assists in development of promotional materials in conjunction with Outreach Coordinator, if requested; maintains division website as needed; responds to sensitive calls from government officials & EOD customers.	Knowledge of (1) office practices & procedures; (2) public relations; (3) customer service techniques; (4) agency policies & procedures relating to EEO*. (5) federal &/or state laws, rules, policies &/or procedures applicable to inquiries, complaints &/or transactions being processed;* Skill in (6) operation of personal computer & associated hardware/software (e.g., Microsoft Office Word, Excel, Access, & PowerPoint), office equipment (e.g., fax machine, photocopier) & use of Internet. Ability to (7) apply laws, rules, policies &/or procedures applicable to routine & non-routine inquiries, requests, complaints &/or transactions involving variety of variables within familiar context; (8) greet public, answer telephone & handle face-to-face contact; (9) respond to sensitive inquiries from government officials & customers. (10) proofread written materials, recognize errors, & make corrections; (11) handle multiple tasks; (12) complete routine forms (13) cooperate with co-workers on group projects; (14) deal with several variables & determine appropriate course of action; (15) maintain accurate records & confidential files; (16) maintain a valid driver's license. *development after employment

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 4/2/15
--	--	----------------

Appd 4-2-15 (cc)

JOB CODE TITLE
Customer Service Assistant 2

JOB CODE
64432

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS/DAS104000

DIVISION OR INSTITUTION
Equal Opportunity Division

UNIT OR OFFICE
Administration

COUNTY OF EMPLOYMENT
Franklin

POSITION NUMBER
20006008

Reclassification

New Position

Update

Position Hyperlinked to
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION
Customer Service Assistant 2

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
See Table of Organization

Permanent
 Temporary
 Intermittent

Classified
 Unclassified
 Essential

Overtime: Eligible Exempt
If FLSA Exempt, exemption type:

Bargaining Unit 09
Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 a.m. TO: 5:00 p.m. (Report in location and work hours subject to change)

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
15	Operates personal computer: enters & maintains data; creates reports, correspondence & other routine documents (e.g., charts, graphs, forms, mail-merged forms); researches information using internet & other resources; retrieves data to verify information or give status of file/case; schedules meetings & conference rooms; sends & responds to emails.	Knowledge of 1, 2, 3, 4*, 5* Skill in 6 Ability to 7, 8, 9, 10, 11, 12, 13, 14, 15
15	Performs clerical support tasks: updates & maintains filing system (e.g., makes new file folders, files correspondence in appropriate file folders, assures that files are filed in alphabetical order); enters EEO data into database; answers & screens incoming calls, takes messages, & directs calls to appropriate parties, as needed; assists customers with navigation of EOD & Ohio Business Gateway websites; greets customers & guests in order to determine nature & purpose of visit, & direct them appropriately; opens, logs & distributes incoming mail; operates & maintains office machines (e.g., photocopiers, scanners, facsimile machines, phones); inventories & stocks office supplies; manages equipment storage room, (e.g., checks out shared equipment & follows up on equipment that is not returned as scheduled); submits & coordinates building work orders for office; completes routine forms, as needed.	Knowledge of 1, 2, 3, 4*, 5* Skill in 6 Ability to 7, 8, 9, 10, 11, 12, 13, 14, 15,

*development after employment

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



4/2/15

JOB CODE
64432

JOB CODE TITLE
Customer Service Assistant 2

Apd 4.2.15 (ca)