



Phone (330) 287-5800  
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waynecountyjfs@jfs.ohio.gov  
www.waynecountydjfs.com

356 West North Street  
P.O. Box 76  
Wooster, OH 44691



**County Commissioners**

Jonathan Hofstetter  
Ron Amstutz  
Dave McMillen

**Director**

Richard Owens

**EMPLOYMENT OPPORTUNITY**

**A VACANCY EXISTS FOR AN**

**Unit Support Worker 2 IM Phones**

**IF YOU ARE INTERESTED IN THIS POSITION, PLEASE SUBMIT A  
RESUME. THIS POSITION WILL REMAIN POSTED UNTIL  
4:30pm on Monday, November 4, 2024.**

**RATE OF PAY: \$ 17.64**

**DATE POSTED: October 21, 2024**

**Duties and qualifications are described on the attached  
Position Description and Essential Function Statement.**

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**Please submit Resume to:**

**WCDJFS, Attn: Business Administrator, P. O. Box 76, Wooster, OH 44691**

**OR hand deliver to WCDJFS, 356 W. North Street, Wooster, OH 44691**

**Wayne County is an Equal Opportunity Employer**

**POSITION DESCRIPTION**

**OHIO DEPT. OF ADMINISTRATIVE SERVICES PERSONNEL DIVISION**

**AGENCY: WAYNE COUNTY DEPT. OF JOB & FAMILY SERVICES**

**UNIT: INCOME MAINTENANCE**

State Agency  County Agency  New Position  Change COUNTY OF EMPLOYMENT: WAYNE

USUAL WORKING TITLE OF POSITION: UNIT SUPPORT WORKER 2 POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 22000.0 ELIGIBILITY REFERRAL SUPERVISOR 1

NORMAL WORKING HOURS (Explain unusual or rotating shift): 7:30 a.m. to 4:30 p.m. (Monday through Friday)

**JOB DESCRIPTION AND WORKER CHARACTERISTICS**

| % | Job Duties in order of importance | Minimum Acceptable Characteristics |
|---|-----------------------------------|------------------------------------|
|---|-----------------------------------|------------------------------------|

|    |                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                        |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 75 | <p><u>Answers incoming phone calls from Agency clients; researches client's information in the state computer systems and in state and County digital image systems; communicates client's changes and information to workers in the Income Maintenance Department for processing; alerts Income Maintenance Supervisors to client's calls that require immediate action.</u></p> | <p><u>Knowledge of county social services eligibility requirements and Income maintenance programs; office practices and procedures; placement procedures for clients; maintain and update files and answer routine inquiries.</u></p> |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|    |                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                 |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 15 | <p><u>Advise clients of available services and make appropriate referrals by assessing needs and obtaining needed information; communicate client reported changes to Income Maintenance Department; works with local agencies on available services; performs routine clerical duties to assist Income Maintenance Department.</u></p> | <p><u>Knowledge of county agencies and services being provided. Ability to complete referrals as needed. Ability to enter and retrieve information from the statewide computer systems.</u></p> |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|   |                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                              |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8 | <p><u>Performs various clerical duties associated with the Income Maintenance department; scans in the digital image system; assists Income Maintenance workers with mailing appointment letters; works with the state computer systems &amp; digital imaging systems. Other duties as assigned.</u></p> | <p><u>Knowledge of office practices and procedures; other agency services. Ability to sort and file, prepare mailings; work with and assist others. Perform other duties as assigned</u></p> |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|   |                                                                                        |                                                                                |
|---|----------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| 2 | <p><u>Attends training, meetings, conferences, and other educational programs.</u></p> | <p><u>Read and comprehend training/informational manuals or materials.</u></p> |
|---|----------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|

The Incumbent in this position, in order to carry out the job duties, enters data into, and retrieves data from the statewide computer systems using a keyboard and video display monitor.

\*\*Acquired after employment

List Position Numbers and Class Titles of positions directly supervised.

EEO CODE 06 CLASSIFIED

**SIGNATURE OF AGENCY REPRESENTATIVE**

Richard Owens, Director

**DATE**



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**ADDENDUM TO POSITION DESCRIPTION**

**CLASSIFICATION: UNIT SUPPORT WORKER 2**

**PCN 23004.0**

**ESSENTIAL FUNCTIONS FOR PURPOSES OF 42 USC 12101 AND OAC 4112-5-08:**

1. Provides information through face-to-face or telephone contact about community and Agency services, assessing needs and making appropriate referrals.
2. Provides assistance to Income Maintenance Workers in the completion of their case work.
3. Performs routine clerical tasks which includes making photocopies, digital filing and retrieving material from cases.
4. Answers phone calls from clients and processes information.
5. Retrieves data from the statewide computer systems.
6. Assists Income Maintenance workers with clerical tasks as needed.
7. Demonstrates regular, punctual, and predictable attendance.
8. Attends meetings, conferences and training sessions as required.
9. Accomplishes job duties in a timely manner.
10. Cooperates with the public and coworkers in a courteous manner.
11. Performs related duties as assigned.

APPROVED:

\_\_\_\_\_  
Richard Owens, Director

\_\_\_\_\_  
Date

REVISED 07.30.2020