

Seneca County Job & Family Services

Position Description

An Equal Opportunity Employer

Employee Name:	Vacant	Position Title:	Financial Assistance Technician
PCN:	40018.0	Class Title:	Financial Assistance Technician
Unit:	CSEA	Employment Status:	Full Time
Report to:	Case Mgr. Invest. Supv. 1	FLSA Status Pay:	Non-exempt
Normal Hours:	8:00-4:30	Civil Service Status:	Classified
EEO Status:		DOT:	195.267-010

General Description

Assists the supervisor with administrative duties, clerical functions, and bookkeeping.

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

- Performs routine and specialized clerical tasks
- Answers phone
- Responds to questions, directs calls and takes messages
- Scanning
- Greets, assists and interviews customers as needed
- Schedules appointments
- Maintain office equipment and supplies
- Mails packets
- Photo copies, collates and distributes materials
- Enters data for statistical reports
- Completes reports as assigned
- Maintains office and case files
- Prepares records for destruction
- Records/scans information into files
- Processes financial and budgetary documents
- Prepares correspondence and reports
- Recreates, revises or deletes document formats/templates using word processor
- Opens, collates, distributes and send mail
- Addresses, staples and prepares mail
- Assists in receiving cash payments
- Records and processes financial transactions
- Assist with maintaining and balancing accounts
- Assist in auditing customer accounts
- Covers for others as needed. Including peak periods, leave of absences, core hours, meeting attendance
- 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
- Office practice and procedures
- Basic bookkeeping
- Record keeping
- Public relations
- Interviewing techniques
- Correct use of grammar, punctuation and spelling

Skills in:

- Organization
- Communication
- Writing
- Computer operations
- Typing/Word Processing

Ability to:

- Conducts Interviews
- Resolves Problems
- Calculate fractions, decimals and percentages
- Accurately copy and record information
- Completes routine forms
- Prepare accurate and concise reports
- Gathers and documents data
- Answer routine inquiries from the public
- Professionally represents the agency
- Use tact when dealing with others
- Work independently
- Operate computer
- Basic typing
- Operate a computer
- Resolve problems
- Maintains confidentiality
- Maintains accurate records
- Maintains effective working relationships with supervisors 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

