



POSITION AVAILABLE:

Income Maintenance Aide 2

POSTING DATE: Wednesday, November 10, 2021
DEADLINE TO APPLY: Wednesday, November 24, 2021
DEPARTMENT: Job & Family Services / Public Assistance
LOCATION: Ravenna, OH

WORKING HOURS: Monday - Friday, 8:00 a.m. - 4:30 p.m.
SALARY: \$13.24/hour
CIVIL SERVICE/FLSA STATUS: Classified, non-exempt

JOB OBJECTIVES:

Under the direct supervision of a JFS Supervisor, incumbent provides support to Eligibility Specialists by handling all initial inquiries made by clients, researches mail, sends notices and requests information from clients, assists clients applying for the different Public Assistance programs, screens and routes applications that come into the agency.

MINIMUM QUALIFICATIONS:

High School diploma or GED required and one-year relative experience preferred. Must possess a valid Ohio driver's license and maintain continuing eligibility under the existing County driver eligibility standards.

EXAMPLE OF DUTIES:

Provide support for Eligibility Specialists by handling all initial inquiries made by clients: answering telephones, checking voice mail and greeting people who enter agency and determine reason for visit/phone call. Research mail send notices as needed, request information from clients, and other similar duties. Assist/advise people applying for Food Stamps, OWF, Medicaid, PRC, Day Care, etc. Check applications for completeness and research them in appropriate computer systems to ensure correct routing and or assignments. Schedule interview appointments with caseworkers. Enter the appointments and document them in CRIS-E. Screen, route and log all applications that come into the agency. Make copies for Public Assistance workers, supervisors, managers and the general public. Assist the general public with information about our programs and services. Assist medical service providers by researching directory information in state/local computer system. Prepare and scan documents into the Digital Imaging System. Route documents to appropriate workers and case banks as necessary. Perform a variety of clerical tasks - check voice mail and return calls, e-mail, fax, assemble application packets, open sort and distribute agency mail, order and distribute office supplies.

For full job description, click [HERE](#).

HOW TO APPLY:

- THE COUNTY APPLICATION FORM IS REQUIRED WHEN APPLYING FOR THIS POSITION.
- APPLICATIONS CAN BE DOWNLOADED FROM THE COUNTY WEBSITE: <https://www.portagecounty-oh.gov/human-resources/pages/job-opportunities>
- APPLICATIONS, RESUMES & COVER LETTERS CAN BE FAXED, EMAILED OR MAILED:

PORTAGE COUNTY HUMAN RESOURCES
449 S. MERIDIAN STREET, 7th Floor
RAVENNA, OHIO 44266
EMAIL: HRD@PORTAGECO.COM / FAX: 330-298-4225

PORTAGE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER (EOE)