

Inbound Call Center Operations Coordinator - \$45K-\$55K Annually

The Collabor8 Shared Services Call Center is sponsored by a nine county consortium of Job & Family Services agencies. Inbound call center agents provide eligibility information and application services to consumers of government public assistance benefits (Medicaid, TANF, and Food Assistance) in Ohio.

We are seeking qualified candidates for the full time position of Operations Coordinator. This position will be responsible for oversight of call center operations across multiple counties ensuring compliance with policies, procedures, programs, and workflows.

Requirements: BA/BS in related field or equivalent experience. Two years call center operations experience in a leadership role. Preferred candidate will have a thorough knowledge of state/federal public assistance policy as well as experience and understanding of program and call center operations and technology. Selected candidate may designate primary work location at any of the Collabor8 local county JFS offices (Carroll, Delaware, Hancock, Holmes, Knox, Marion, Morrow, Sandusky or Wood)

**Submit Resume/Cover Letter by October 9, 2015 to:
Morrow County Job & Family Services – Attn: Don Wake
619 West Marion Road, Mt. Gilead, OH 43338
FAX: 419-947-1076
Email: Donald.Wake@jfs.ohio.gov**

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