



COUNTY OF SUMMIT, OHIO

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Clerical Specialist

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Position Details

Job Information

Appointing Authority	Summit County Children Services
Bargaining Unit	CWA, Local #4546, AFL-CIO
Department/Division	Children Services
Full Time/Part Time	Full Time
Regular/Temporary	Regular
Work Schedule	Monday – Friday, 8:30 am to 4:30 pm

Reporting directly to the Administrative Assistant/Clerical Services Supervisor, the Clerical Specialist provides technical and administrative support in a one-on-one working relationship assuring that each assigned unit/department runs smoothly and in a consistent fashion.

Job Description The Clerical Specialist is committed to practicing cultural competence by working respectfully and effectively with people of all cultures, classes, races, genders, ethnic backgrounds, religions, sexual orientations, mental and physical abilities, ages and appearances in a manner that respects and preserves the dignity of all. The Clerical Specialist commits to adhere to SCCS' mission, vision and values at all times.

Education and/or Experience

High School Diploma or GED required; Associated Degree in Business or Social Services related field preferred.

Two years of office/administrative experience required; One year of experience working in a child welfare or social services agency preferred.

Computer Skills

To perform this job successfully, an individual must have demonstrated knowledge in all Microsoft Office products including, but not limited to Word, Excel, PowerPoint and Access, as well as Publisher; demonstrated knowledge of audiovisual equipment as it pertains to the training environment.

Required to possess exceptional organizational skills with a demonstrated attention to detail, proofing skills and data preparation skills. Proficiency in typing thirty-five (35) wpm required with knowledge of office machines, including, but not limited to, copier, printer, voice mail phone system, and facsimile machines.

Knowledge in using SACWIS and Document Management System (e.g., Traverse) preferred.

Preferred Qualifications

Pre-Employment Testing Requirements Criminal Background Check, Pre-employment Drug and Alcohol Testing

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is exposed to outside weather conditions. The noise level in the work environment is of intensity.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to: sit; use hands to manipulate objects; reach with hands and arms and talk or hear. The employee is frequently

required to stand and walk.

The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to twenty-five (25) pounds, occasionally lift and/or move up to fifty (50) pounds and rarely lift and/or move up to seventy-five (75) pounds.

Specific vision abilities required by this job include: close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Licensing/Certification

Although this classification is not regularly required to possess a valid State of Ohio drivers' license and/or possess auto insurance as defined by Ohio Administrative Code (OAC), the incumbent must meet the requirements outlined in agency policy if he/she/they do drive for work purposes.

Supervisory Responsibilities

This position has no supervisory responsibilities.

Other Qualifications

Additional Information

Incumbent is required to travel to/from Agency meetings within the County and State as directed by his/her chain of command, and as required for job duties. Travel requires the use of a vehicle insured in the incumbent's name, unless a County-owned vehicle is secured pursuant to contract language and/or Agency policy/procedure. Personal vehicles must be in good working order and appropriately accommodate passengers as needed.

Regular attendance is required. Incumbent must adhere to Agency policies regarding use of time off at all times.

Incumbent is required to adhere to Agency rules & regulations and support the mission, vision & guiding principles at all times.

Job Duties

Job Duty Name

Essential Job Duties and Responsibilities

Essential Duties and Responsibilities include the following. Other related duties may be assigned.

Maintains confidentiality of all records in accordance with agency policies, local state and federal regulations.

Provides clerical support to supervisor and assigned unit/department staff as needed/directed.

Greets visitors and clients with a friendly and professional demeanor at all times; Communicates with customers, employees, and other individuals to answer questions, disseminate or explain information, and address complaints.

Assists with making telephone contact to external participants in order to schedule meetings; Responsible for internal employee scheduling and assignment of requested meetings.

Processes telephone calls and email correspondence as required; organizes and updates family folders/files, and schedules conference rooms.

Works collaboratively with all agency departments and staff to ensure compliance with all unit requirements.

Accesses Statewide Automated Child Welfare Information System (SACWIS) as needed; Extracts information and inputs activity logs, as needed; Gathers data and completes statistical reports to capture unit outcomes and demographic data as requested by supervisor or chain of command.

Description of Job Duty

Scans case-related material into Electronic Document Management System (EDMS) (aka Traverse) and notifies associated persons of newly scanned material, when appropriate.

Performs oral swabs and documents appropriately, as directed.

Operates office machines, such as photocopiers and scanners, facsimile machines, voice mail systems and personal computers in a competent and efficient manner.

Assists other clerical staff within assigned Department and provides coverage as needed; works as a team to ensure work is completed accurately and within a timely manner.

Provides support/coverage within the Clerical Specialist classification as needed/directed, including the Front Desk/Reception (Main Building, Education Center, and Visitation units).

Maintains and orders office supplies, prepares Purchase Orders, conducts unit inventories and assures availability of supplies; Maintains office equipment; Sorts and distributes unit mail.

Assists in the orientation/shadowing of agency staff as required by the employee's chain of command.

Attends and participates in supervision meetings as established by the employee's chain of command and based on the needs of the worker/caseload; Attends and participates in all agency meetings including unit, department, division and all staff meetings.

Attends trainings as identified by the chain of command or where otherwise required/directed.

Adheres to all agency policies and procedures, including but not limited to Professional Ethics and Conflict of Interest policies.

Job Duty Name

Core Competencies

Description of Job Duty

To perform this job successfully, an individual must demonstrate the following competencies:

1. Adaptability – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events; Reacts well under pressure.
2. Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Participates in meetings. Writes clearly and informatively; Varies writing style to meet needs; Able to read and interpret written information.
3. Customer Service – Manages challenging or emotional client and employee situations; Responds promptly to client's/employee needs; Solicits client feedback to improve service; Responds to requests for service and assistance.

4. Dependability – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time. Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to complete goals and finalize work duties; Completes tasks on time or notifies appropriate person with an alternate plan; Follows through on commitments; Follows policies and procedures.
5. Cultural Competency – Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment;
6. Ethics – Treats people with respect; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values; Treats others with respect and consideration regardless of their status or position; Maintains confidentiality.
7. Initiative – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
8. Innovation – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
9. Interpersonal Skills – Focuses on solving conflict, not blaming; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things; Approaches others in a tactful manner; Demonstrates insight and empathy.
10. Planning/Productivity – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans; Meets productivity standards; Completes work in timely manner; Strives to increase productivity.
11. Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
12. Safety and Security – Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
13. Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
14. Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote excellence; Monitors own work to ensure quality.

Requisition Details

Requisition Details

Requisition Number	B-0642022-R
Working Title	Clerical Specialist
Posting Type	External/Public Posting
Number of Vacancies	1
Advertised Salary	\$16.25 per hour
Open Date	05/06/2022
Close Date	07/15/2022
Open Until Filled	No
Special Instructions Summary	

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * Did you graduate from high school or do you have a GED certificate?
 - Yes
 - No
2. * Do you have an associate's degree?
 - Yes
 - No
3. * What is your associate's degree in?

(Open Ended Question)
4. * Which best describes your years of experience performing advanced administrative clerical duties?
 - 0-2 years
 - 2-5 years
 - > 5 years
5. * Do you have experience working in a Child Welfare or other similar agency?
 - Yes
 - No

- 6. * Have you ever interviewed for employment or been employed at SCCS or Summit County? If yes, please give dates and explanations. If no, please enter "No"
(Open Ended Question)
- 7. * Are you related to anyone on the Board of SCCS or anyone employed by SCCS or Summit County? If yes, please give name and relationship. If no, please enter "No"
(Open Ended Question)
- 8. * Have you ever received services or been involved with Summit County Children Services or any other Child Welfare system as a child or as an adult? If yes, please provide relevant information. If no, please enter "No"
(Open Ended Question)
- 9. * Have your driving privileges ever been denied, suspended or revoked? If yes, please give dates and complete reasons. If no, please enter "No"
(Open Ended Question)
- 10. * What is your driver's license number? If you do not possess a driver's license, please enter "N/A".
(Open Ended Question)
- 11. * Have you been convicted of or plead guilty to any offense identified in the Ohio Administrative Code (OAC) 5101:2-5-09? If yes, please give offenses, dates and explanations. If no, please enter "No"
 - Yes
 - No

Documents Needed to Apply

Required Documents

- 1. Resume

Optional Documents

- 1. Cover Letter

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