



Protecting Children by
Strengthening Families

Job Title: Public Inquiries Assistant

Location: 855 W. Mound St.

Job Type: Full-Time

Minimum Starting Salary: \$19.87

Company Description

Franklin County Children Services is a public agency mandated by federal and state laws to protect children from abuse and neglect. The agency works in partnership with over 100 agencies and organizations, as well as caregivers, adoptive families, and volunteers to ensure that every child has a safe and stable home. Franklin County Children Services is dedicated to making a positive impact on the lives of children and families in the Central Ohio community.

Benefits of Working for us

- Hiring Bonus up to \$1,500
- Low Premium Medical, Dental, & Vision
- OPERS (Ohio Public employment Retirement System)
- Life Insurance Coverage at no cost (up to 50,000)
- Tuition Reimbursement
- EAP Program
- Additional Raises over the next three years (based on continuous service)
- Generous personal, vacation, & sick time.

Role Description

This is a full-time on-site role for a Public Inquiries Assistant at Franklin County Children Services located in Columbus, OH. The Public Inquiries Assistant will be responsible for handling inquiries from the public, providing information and resources, and assisting with administrative tasks. The assistant will also collaborate with internal teams to support the agency's mission and goals.

Qualifications

- Bachelor's degree in Social Work, Psychology, or a related field (preferred)
- Excellent communication and interpersonal skills
- Ability to handle sensitive and confidential information with professionalism and discretion
- Strong organizational and administrative skills
- Knowledge of child welfare and community resources
- Proficiency in calculating fractions, decimals and percentages
- Experience in customer service or a related field
- Proficiency in Microsoft Office Suite and other relevant software
- Ability to work effectively in a team environment

Key Responsibilities

65% Answers complainants by telephone, emails and face-to-face and provides counsel and direction to those seeking problem resolution. Research, investigate and respond to inquiries.

15% Maintains records on all the business processes of the office through the following activities but not limited to: Keeps track of Office supplies and orders Office supplies when needed.

10% Assist and advocates for customers in the use of Agency or community resources in solving presented problems; sends forms and resource information, as requested.

5% Directs information to the Intake and Investigation Department that involves allegations of abuse and neglect

5% Performs other related duties as assigned

Certification or Licensure

- Valid Ohio Driver's License
- Automobile insurance coverage compliant with Franklin County Children Services policy.
- *Travel can occasionally include out of state travel which may require airline travel.*

American with Disabilities Specifications

Work Environment - Office environment

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Ability to occasionally lift and move objects weighing 10 – 30 lbs.
- Occasional pushing, pulling, kneeling, reaching, and standing.
- Occasional Travel to other FCCS sites, homes, or facilities

How to Apply

- Please send applications and resumes to fccshr@fcs.us.

For information on FCCS, including employee benefits and our company culture, visit our website at

<https://externalfcsapps.fcs.franklin.oh.us/FCCSForms/Employment.aspx#!/jobs/list>

All qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.