

Medina County Job and Family Services

Position Description

Division:	Social Services
Unit:	Family and Children=s Services
Supervisor:	30500.0

Classification:	Information Specialist	Working Title:	Information Specialist
Class Number:	10114-Medina	Position Control Number:	30502.0
Status:	Bargaining	Pay Range:	27

Summary of Essential Duties

Under the direction of the unit Supervisor, the Information Specialist oversees the FACSIS data system. The position entails completing data entry, creating forms, documents and reports in the FACSIS computer program, as well as training staff on usage of such. Acts as a liaison between the agency and FACSIS state representatives. Maintains tickler system, tracks case compliance, corrects errors on data base (Edit Alert Resolution), and completes weekly data transmission. This work involves the prioritization of assignments and may also assist the Social Services screening unit in answering the phones and documenting information on referrals of child/adult abuse and neglect.

Functions of the Position

1. Is familiar with and functions in accordance with the classification specifications and agency policies and procedures.
2. Presents self in a professional, ethical and culturally sensitive manner to co-workers, staff, other agency personnel and the public.
3. Returns phone calls and correspondence in a timely manner, adhering to agency policy and time frames.
4. Administers the FACSIS computer program by completing data entry, creating forms, documents and reports, and acting as liaison between the agency social services staff and the FACSIS state representatives.
5. Provides instruction and ongoing training on FACSIS program.
6. Maintains tickler system; tracks compliance; corrects errors on the data base.
7. Provides necessary clerical support and typing for Public Children=s Services, Emergency Service Assistance Allocation vouchers and special Administrative projects.
8. Assists with data collection, completes monthly reports and enters data in programs used by agency (i.e., FACSIS, PRO IV, CRISE, SETS and CPS database).
9. Completes general typing and collation of documents in support of legal staff including maintaining legal files and data base, and preparing routine court filings and services.
10. Accepts and documents complaints of child/adult abuse and neglect, entering data into computer database and completing necessary FACSIS forms for complaints.

11. Attends conferences, training and meetings as necessary.
12. Maintains forms supply by ordering and/or photo copying, updating and stocking cabinet as well as updating network forms.
13. Assists Protective Services Workers with assembling training materials.
14. Meets all job safety requirements and all applicable OSHA safety standards that pertain to job duties.
15. Performs other duties as assigned.

Knowledge, Skills and Abilities

Knowledge of: Administrative practices; office practices and procedures; computer operations (i.e., creating databases, generating graphs and charts, data entry); word processing procedures; filing and coding documents; typing techniques; agency filing and records systems; transcriptions; English grammar and composition; inventory control; office equipment; mail procedures; legal filing system, forms and database; practices and procedures for meetings (i.e., arrangements, agenda, minutes); agency and community services; interviewing practices; telephone operations/information.

Skill in: Organization; writing (e.g., legal documents, contracts, letters); word processing; operation of computers and agency and state computer systems; oral communication; ability to share information; typing; interviewing; assessment; operation and maintenance of small office equipment (i.e., photocopier, fax machine, typewriter).

Ability to: Perform a full range of standard clerical assignments; prioritize; perform intermediate mathematical operations; use agency and state computer programs; enter data using keyboard; maintain and update computer files; code documents in preparation for computer input; maintain accurate records; complete forms; proofread materials; read, copy and record figures accurately; gather, collate and summarize data; create and type legal documents; prepare correspondence; file numerically, alphabetically or chronologically; sort items into categories according to established methods; prepare meeting agendas; arrange meetings, performs phone interviews; work with other clerical employees give or exchange facts and routine information; answer routine questions/inquiries; recognized errors in the work of others and correct those errors; operate, maintain and make minor repairs to small office machinery; prepare employee emergency phone lists; attend training, conferences as needed.

Qualifications

Bachelor=s degree or higher in the business field, or other related degree,

or

A related Associate degree or higher, and

One(1) year experience in office administration and/or secretarial duties

or

Two (2) years experience in office administrations, secretarial duties or other related position within the agency, and

Pursuing a related degree with a minimum of five (5) hours completed.

Additional Requirements

Must successfully undergo BCI background check
Successfully complete an alcohol and drug screening
Possess a valid Ohio Driver=s License
Provide proof of eligibility to work in the United States

Inherently hazardous or physically demanding working conditions:

May encounter irate clients or individuals; may have some exposure to environmental factors (e.g., cold, excessive heat, noise, fumes, dirt, contagious diseases, unsanitary conditions, insect infestation, bodily wastes, odors, common office chemicals, such as toner and correction fluid); may involve lifting up to 40 pounds (i.e., children, car seats, supplies).

Information Specialist P.C.N. 30502.0

List Position Numbers and Class Titles of Positions directly supervised:	Signature of Agency Representative:	Date:
---	--	--------------

