

**BUTLER COUNTY COMMISSIONERS PERSONNEL OFFICE
ANNOUNCEMENT OF VACANCY**

Posting Date: 2/22/2024

Response Deadline: until filled

Agency: Butler County Job & Family Services	Job Title: Unit Support Worker 2 – BILINGUAL SPANISH
Classified: <input checked="" type="checkbox"/> Unclassified: <input type="checkbox"/>	Bargaining Unit: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Overtime Exempt: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Salary: \$16.30/hour
Location: 315 High St, Hamilton, OH 45011	Hours of Work: 40 hours/week 7:30 a.m.-4:00 p.m. or 8:00 a.m.-4:30 p.m.

ESSENTIAL FUNCTIONS:

Greet, assist and advise clients and visitors of the Department of Job & Family Services (DJFS) in a professional and friendly manner, direct guests from/ to the appropriate office depending upon the nature of the visit, log appointments and walk-in clients, determine case worker, perform necessary clerical tasks related to reception duties, maintain a registry of all clients, log in and notify workers of clients arrival for appointments, conduct brief interviews with person seeking assistance to determine the proper referral to make and to determine what applications to distribute, check applications submitted by persons applying for assistance for completeness, issue receipts to all customers submitting verifications requested by workers, schedule appointments for workers as necessary, try to ensure that attention to client needs are provided by casework staff promptly and courteously (i.e., assure timely and professional service to both internal and external clients/customers), keep other records as are essential to the efficient functioning of the reception area, converse with customers and clients and potential clients/customers on the phone, making referrals to other agencies and providing information. Perform receptionist duties for office (e.g., assist and provide general information to applicants/clients requesting services, provide clients with necessary forms to be completed, determine to whom client should be referred for assistance and whether emergency service need warrants a same-day interview, log clients on CRIS-E or GroupWise when they arrive for appointments, copy verifications and issue receipts, maintain sign-in log for all persons entering office and log them in the CRIS-E computer, Email, schedule appointments on CRIS-E, assist in the issuance of CRIS-E printouts). Perform miscellaneous duties and special projects as assigned, perform mail clerk duties, open, sort, and distribute mail, process outgoing mail, attend meetings, conferences, workshops, training sessions held by local agency or state department to remain current on procedures, techniques, and policies.

REQUIRED QUALIFICATIONS:

Must be fluent in Spanish. Twelve months experience as a Unit Support Worker 1, or formal education in reading and speaking common English vocabulary, one course or six months experience in typing, keyboarding or word processing, and a valid driver’s license. Also requires an additional twelve months experience in typing, keyboarding or word processing and working in an office environment handling in-person and/or telephone contacts with clients, customers and/or general public.

Selection Procedure: Resumes and Interviews

Submit Cover Letter and Resume To: resumes@bcOhio.gov (indicate job title in subject line)

BUTLER COUNTY WILL CONSIDER INTERNAL APPLICANTS PRIOR TO EXTERNAL APPLICANTS

Pursuant to the ADA Amendments Act of 2008, Butler County will consider all qualified applicants for employment, including persons with disabilities. The applicant must be able to perform the essential functions of this job with or without reasonable accommodation. Upon the request of any qualified applicant, this office will evaluate any reasonable accommodation that may be needed to enable a disabled person to participate in the application process or perform these essential duties.

AN EQUAL OPPORTUNITY EMPLOYER