



Cuyahoga County Personnel Review Commission Eligibility List

Classification: Support Specialist 1
Appointing Authority: Job and Family Services
Examination Date(s): January 4, 2019
Date List Established: January 7, 2019
Date List Expires: January 6, 2020
Status: Competitive
Examination Maximum Score: 60 Points
Examination Passing Score: 45 Points

<u>Rank</u>	<u>Last Name</u>	<u>First Name</u>	<u>Score</u>
1.	Hobson	Angel	59.00
2.	Lucas	Tempia	58.00
3.	Robinson	Trishelle	57.75
4.	Mancini	Kaylene	57.00
5.	Bradford	Brandon	53.75
6.	Kline	Kristina	53.50
7.	Jackson	Tara	53.25
8.	Woodall	Lorenda	52.00
9.	Traska	Darla	51.00
10.	Steward	Essence	47.75



CUYAHOGA COUNTY ANNOUNCES THE FOLLOWING CAREER OPPORTUNITY

Support Specialist 1

Cuyahoga Job & Family Services (OCSS)

Location: Virgil E. Brown Building
1641 Payne Ave / 1640 Superior Ave
Cleveland, Ohio 44114

Salary: \$31,033.60
Hourly Rate: \$14.92

Bargaining
Reports to: Supervisor
Hours: 8:30 AM to 4:30 PM
Monday through Friday

This is a competitive, classified position. The Personnel Review Commission (PRC) will check your application to make sure you meet the minimum requirements. If you do, the PRC will invite you to take a civil service examination. The exam is specific to this position. Everyone who passes the exam goes on an eligibility list. To fill this opening, the PRC sends the hiring department and Human Resources (HR) a certified eligibility list with the top 25% candidates (or at least the ten highest scoring candidates, whichever is greater). HR helps the hiring department decide who from the certified list to follow up with for interviews and then a job offer. Most of our communication with candidates is through email. Regularly check the email address you gave us in your job profile. Watch your Spam folder, just in case.

REQUIREMENTS: High school diploma or equivalent and at least one (1) year experience using personal computers and word processing software (e.g. WordPerfect, MS Word); demonstrable ability to work independently and with high level of accuracy; ability to type; good verbal and written communications skills in English; good interpersonal skills; ability to read and interpret written documents, and ability to add, subtract, multiply, divide and calculate decimals and percentages.

RESPONSIBILITIES: Responsible for the intake of new orders and the updating and modification of existing orders, which includes, but not limited to research, review and interpretation of court orders, administrative orders, and UIFSA out-of-state orders by utilizing multiple agency and court data base systems to complete accurate order entry and modifications. Operate a personal computer to produce, correspondence, forms, reports, tables, mailing labels, utilizing software and applications from various sites and systems, including SETS and websites associated with the processing of work generated by the agency in providing mandated services; proofing of finished documents and correction of errors. Processing information and working reports related to client application for service, paternity determination and genetic testing, support order establishment, support order enforcement; receipt, application and disbursement of support funds including data associated with misapplied payments and other financial transactions. Receives, reads, reviews, sorts and routes support case, support order, and individual data from various sources and formats including hardcopy and electronic; inquiries into various computer systems to determine and update status of information, especially within the SETS system. Data entry and updates to demographic information on support cases and individual data as required to permit its entry into SETS; builds and closes cases, reviews documents for accuracy and completeness. Communicates with clients, support officers, court personnel, attorneys, employers and others on child support matters; answers telephones, schedules appointments, redirecting calls to appropriate party, taking messages; completion of logs and forms, and performing other functionally related clerical duties such as opening and distributing mail, making copies, filing, sending out mail; maintaining records of journal entries, maintain statistics, record management, mail processing and provides information on status activities, performance and outcomes. Performs other related duties as required including assisting other units performing information and processing functions.

APPLICATION PROCEDURE: Please complete an on-line profile. Applications and resumes will only be accepted through the on-line process. All job offers are made with the understanding that prospective employees pass a drug test and a criminal background investigation prior to being hired.

Applications must be received by 4:30 pm, October 22, 2018

Reasonable accommodation is available to all employees and applicants. If you have a disability that needs to be accommodated, please contact the Department of Human Resources/ADA Coordinator at (216) 443-7190.

Please note that this position may be subject to an oath of office and/or bonding requirements pursuant to Chapter 107 of the

Equal Opportunity Employer - Smoke-free and Drug-free Workplace.

Visit our website: www.cuyahogacounty.us