



**BOARD OF COUNTY COMMISSIONERS**  
**WARREN COUNTY, OHIO**  
406 Justice Drive, Lebanon, Ohio 45036  
[www.co.warren.oh.us](http://www.co.warren.oh.us)  
[Commissioners@co.warren.oh.us](mailto:Commissioners@co.warren.oh.us)

---

OFFICE OF MANAGEMENT AND BUDGET

JOB CLASSIFICATION TITLE: CUSTOMER ADVOCATE I  
DEPARTMENT: OHIOMEANSJOBS  
PROBATIONARY RATE: \$15.45 PER HOUR  
SCHEDULED HOURS: 40 HOURS PER WEEK  
CIVIL SERVICE STATUS: CLASSIFIED

SEE ATTACHED CLASSIFICATION SPECIFICATION FOR MINIMUM  
QUALIFICATIONS AND ILLUSTRATIVE DUTIES OF THIS POSITION

POSTING PERIOD: THIS NOTICE IS BEING POSTED FOR A PERIOD OF  
TIME NOT LESS THAN SEVEN (7) CONSECUTIVE  
CALENDAR DAYS, BEGINNING JULY 11, 2018.

VISIT [WWW.CO.WARREN.OH.US](http://WWW.CO.WARREN.OH.US) AND COMPLETE THE APPLICATION AS  
FOLLOWS: CLICK ON JOB OPPORTUNITIES THEN CLICK ON WARREN  
COUNTY APPLICATION FOR EMPLOYMENT, THEN DOWNLOAD TO YOUR  
DESKTOP AND EMAIL THE COMPLETED APPLICATION TO:  
[WCCOMMAPP@CO.WARREN.OH.US](mailto:WCCOMMAPP@CO.WARREN.OH.US) PLEASE CONTACT SUSAN SPENCER  
WITH QUESTIONS AT: 513-695-1747.

APPLICATIONS MUST BE RECEIVED BY 4:30 P.M. JULY 20, 2018.

WARREN COUNTY IS AN EQUAL  
OPPORTUNITY EMPLOYER



**WARREN COUNTY BOARD OF COMMISSIONERS  
POSITION DESCRIPTION**

---

**LICENSURE AND CERTIFICATION REQUIREMENTS:**

Ohio Drivers License

**ESSENTIAL FUNCTIONS:**

1. Under the direction of the Director or Supervisor performs intake and enrollment, including multi-agency, multi-program eligibility determination and conducts orientation session within the office and/or school;
2. Performs customer outreach, interviews and assesses eligible applicants to determine employability and suitability for multi-agency services (e.g., interprets testing data relative to the applicants) ; develops with the participant the Individual Employment Plan (IEP) and reviews the IEP to ensure that the goals, objectives and expenditures are appropriate and being completed as expected; performs EEO/AA orientation; performs customer resource needs assessment; performs Selective Service and offender record searches, as necessary and appropriate; facilitates and recommends payment for supportive services, within the guidelines of the State Plan and State and Federal law; attends regularly scheduled case management meetings;
3. Performs cost analysis of training option; establishes and authorizes Individual Training Accounts for eligible customers and prepares and conveys the proper authorization to the training institution; monitors customer training expenses to help determine agency fiscal obligation;
4. Performs accurate and complete calculations on client financial obligations and prepares information for submission and approval in a timely manner, updates fiscal obligation information in a timely and accurate manner;
5. Monitors participant's progress at training sites, gains access to and monitors the site to ensure compliance and enforcement of regulatory requirements (e.g., provides thorough and direct supervision and training of the participants);
6. Acts as Customer Advocate in Workforce One and provides core services to a universal customer; registers customers on the job search databases; maintains an on-going awareness of current sites for job search opportunities; performs career exploration activities and financial aid searches;
7. Responsible for initiating and maintaining positive daily public relations; may provide presentations to other agencies and governmental organizations, potential training contractors, resource providers (e.g., Juvenile Court, Children's Services,

**WARREN COUNTY BOARD OF COMMISSIONERS  
POSITION DESCRIPTION**

---

8. Mental Health, Alcohol and Drug Rehabilitation); coordinates with other organizations and agencies;
9. Serves on various committees and councils, with the approval and authorization of the Director, and conveys appropriate information to other staff relating to these committees;
10. As assigned, works cooperatively with ODJFS to provide Re-employment Services activities for those referred;
11. As assigned, performs Rapid Response activities, often in collaboration with other local entities; develops and maintains positive relationships with local Rapid Response teams members;
12. As assigned, acts as building safety coordinator to assure OSHA compliance, maintenance of safety records and MSDS documentation for the building and/or agency;
13. Participates with the partners in the One-Stop activities and information sharing; attends case management meetings;
14. Provides instruction to customers on job seeking and retention skills ;
15. Prepares, collects and distributes various reports, correspondence and other related materials;
16. Performs follow-up activities; is responsible for attainment of agency performance standards;
16. Demonstrates regular and predictable attendance;
17. Follows safety and health practices of the Warren County Board of Commissioners as described in the attached addendum.

**OTHER DUTIES AND RESPONSIBILITIES:**

1. Performs other duties as assigned by supervisor.

**WARREN COUNTY BOARD OF COMMISSIONERS  
POSITION DESCRIPTION**

---

**KNOWLEDGE, SKILLS AND ABILITIES** (indicates developed after employment)

**Knowledge of:** WIA program services\*; familiarity with ODJFS and WCDHS program services\*; WIA reporting system\*; career exploration and financial aid exploration programs\*; operational procedures and practices, multiple agency policies and procedures\*, interpersonal communications skills, training curriculum; innovative and creative processes of instructional delivery to be used on a daily basis; basic principles of vocational training and development; interview techniques and EEO/AA regulations and guidelines; educational testing mechanisms and assessment criteria and vocational education; and basic accounting functions.

**Ability to:** Analyze and interpret pre-test results, ISS and/or IEP of participants; communicate effectively; collect, analyze and interpret data; develop and maintain effective working relationships with supervision, training contractors and participants; adapt to frequent changes in daily schedule; identify problem areas and recommend corrective measures; apply and interpret relevant laws and procedures; provide counseling and referrals to appropriate agencies; operate a motor vehicle, maintain time schedules and performance standards; select ,develop and maintain accurate documents; disseminate and enforce state and federal wage, labor and EEO laws.

**My signature below signifies that I have reviewed the contents of my position description and that I am aware of the requirements of my position. I further certify that I have reviewed the most current copy of the Warren County Commissioners Personnel Policy Manual.**

\_\_\_\_\_  
(Employee Signature)

\_\_\_\_\_  
(Date)

**Date Adopted:  
Date Revised: July 2018  
Posdes 223**