



BOARD OF COUNTY COMMISSIONERS
WARREN COUNTY, OHIO
406 Justice Drive, Lebanon, Ohio 45036
www.co.warren.oh.us
Commissioners@co.warren.oh.us

OFFICE OF MANAGEMENT AND BUDGET

TWO POSITIONS OPEN

JOB CLASSIFICATION TITLE: CUSTOMER ADVOCATE I
DEPARTMENT: OHIOMEANSJOBS
PROBATIONARY RATE: \$16.08 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 NOVEMBER 10, 2021.

**VISIT 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 PLEASE CONTACT SUSAN SPENCER
WITH QUESTIONS AT: 513-695-1747.

APPLICATIONS MUST BE ACCEPTED UNTIL POSITIONS ARE FILLED.

WARREN COUNTY IS AN EQUAL
OPPORTUNITY EMPLOYER

YOU WILL HIT THE *BULLSEYE* WORKING FOR WARREN COUNTY

PERKS & BENEFITS WORKING FOR WARREN COUNTY



WORK ENVIRONMENT

- Work/Life Balance
- Job Stability



PAID TIME OFF

- Holidays - 11.5 annually
- Vacation - 2 weeks after 1st year



BENEFITS

- Health Insurance*



RETIREMENT

- 14% employer contribution into the Ohio Public Retirement System*

Health Insurance - Available after 30 days, 2 Med/Rx plan choices with monthly family premium range from **\$216 to even \$0 (5x cheaper than the private sector)**; \$0 premium cost for Dental, Vision, Life, HSA, FSA, EAP, Weight Watchers, On-site Biometrics & Day Off Work (Dave's Day for Your Life) and many more!

Retirement - Ohio Public Employee Retirement System; Employee 10%/Employer 14% of earnings (pre-tax)

VISIT WWW.CO.WARREN.OH.US FOR ALL JOB POSTINGS.
QUESTIONS CALL: SUE SPENCER 513.695.1747

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POSITION DESCRIPTION**

Position Title: Customer Advocate I **Incumbent:**
Class Title:

Department: Workforce One	FLSA Status:	Non-Exempt
Reports To: Workforce One Director	Civil Service Status:	Classified
Pay Range: 14	Employment Status:	Full Time
Probation: 365 Days	Lunch:	Unpaid
Work Hours: 8AM to 5PM		

JOB RESPONSIBILITIES:

Under direction of the Director or Supervisor and in cooperation with other partner agencies, promotes Employment and Training services; performs intake and eligibility determination, develops Individual Employment Plans; interviews and assesses eligible applicants to determine suitability for multi-agency services; administers assessments, reviews scores with participants and refers them to additional testing if appropriate; interviews and counsels eligible participants; refers eligible participants to service providers and training sites for placement or to worksites; prepares and conveys training authorization documents; monitors participant progress; performs customer advocating duties (core services) in Workforce One; performs Selective Service and offender status searches; performs customer outreach; serves on committees as needed; as assigned, provides Rapid Response services and coordinates Re-employment Services activities; as assigned, acts as building safety coordinator; provides direct support and guidance (supervision) to WIOA and/or TANF customers in the educational program search process and for the duration of the training program; performs needs assessments and cost analyses; monitors training expenses; maintains an on-going awareness of current training programs, employment opportunities and community resources; performs career exploration and financial aid searches; maintains public relations; performs EEO/AA orientation; works with other organizations and agencies to coordinate training programs and services; attends regularly scheduled case management meetings; prepares and maintains reports and other documentation; performs follow-up activities; helps to maintain agency performance standards and performs other related duties as required.

QUALIFICATIONS:

Completion of four (4) years post secondary in guidance, education, counseling, social sciences, personnel management or other related areas and/or four (4) years responsible experience with a business, government, community based organization or public education facility, or equivalent; ability to obtain State of Ohio drivers license and provide own transportation.

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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,

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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.

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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**