**CLASS DESCRIPTION:**

Under general supervision of the BOR/Mediation/Public Information Supervisor, the Mediation Support Clerk provides a variety of administrative support functions to assist the mediators in resolving complaints by providing file maintenance, scheduling, and data entry support; performs other related duties as required.

**QUALIFICATIONS:** An example of acceptable qualifications:

Possession of a Bachelor’s degree from an accredited college or university in a related field; one (1) or more years of related experience and/or training; or any combination of training, education, or experience which provides the desired knowledge, skills, and abilities to perform the essential functions of this position.

**LICENSURE OR CERTIFICATION REQUIREMENTS:**

Notary Public in the State of Ohio preferred.

**EQUIPMENT OPERATED:** The following are examples only and are not intended to be all inclusive:

Personal computer, computer software (e.g. Microsoft Office, Internet Explorer, IAS, RMS, OnBase, MUNIS, and other applicable computer software); printer, copy machine, phone, fax machine, other standard modern office equipment.

**INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:**

The employee has exposure to chemical compounds found in an office environment (e.g., toner, correction fluid, etc.); this is considered sedentary work and the employee must demonstrate the ability to perform the physical demands required of the position in accordance with the U.S. Department of Labor’s physical demands strength ratings.

In cases of emergency, unpredictable situations, and/or department needs, this position may be required to lift, push, pull, and/or carry objects heavier than D.O.L. strength ratings recommend.

**JOB DESCRIPTION AND WORKER CHARACTERISTICS:**

JOB DUTIES in order of importance

**ESSENTIAL FUNCTIONS OF THE POSITION:** For purposes of 42 USC 12101:

20% (1) Manages and maintains case files and records including monitoring all information within cases; updates information in excel regarding case status; maintains accurate and efficient records to ensure case is fully resolved; checks status of cases in excel and BOR module; files records according to retention procedures; reviews and prepares for cases (e.g., types up all necessary documents, agendas, invoices, worksheets, stipulations, etc.).

20% (2) Performs scheduling functions including checking each case file for completeness, correct records, and eligibility; researches case for other cases that may be related; contacts property owner to schedule case(s) using the telephone and/or mail; enters case information into spreadsheet, creating all the information that will be used for the mediation (e.g., agendas, labels, and invoices, etc.); mails property owner notice of mediation; schedules mediators and invoices.

20% (3) Completes data entry and word processing to maintain case information including entering all new and current data in excel spreadsheet regarding case(s); updates records; prepares spreadsheets, agendas, invoices, and new documents to assist with mediation program; sends email/fax/memo to property owners and other coworkers; prepares miscellaneous documents as needed; tracks mediation work flow per team and prepares weekly report for the Supervisor.

20% (4) Serves customers by telephone, mail, email and in person by providing information and direction, answering questions, and providing assistance; assists with intake of new BOR complaints.

5% (5) Assists with sending statutory required notices to Board of Elections and School Treasurer on possible case filings.

5% (6) Assists with coordinating and maintaining parcels for the Auditor’s annual forfeiture sale.

5% (7) Assists with coordination of the annual Board of Revision New Complaint Filing Event and Mobile Office Events.

(8) Attends meetings and serves on committees, as directed; attends training and seminars, as directed.

(9) Maintains required licensures and certification, if any.

(10) Meets all job safety requirements and all applicable safety standards that pertain to essential functions.

(11) Demonstrates regular and predictable attendance.

**OTHER DUTIES AND RESPONSIBILITIES:**

5% (12) Performs other related duties as assigned.

**MINIMUM ACCEPTABLE CHARACTERISTICS:** (\*Indicates developed after employment)

**Knowledge of:** \*County, Auditor, and Department goals and objectives; \*County, Auditor, and Department policies and procedures; \*personnel rules and regulations; government structure and process; office practices and procedures; \*Ohio Revised Code (real estate); office management; real estate; appraisal; Board of Revision rules and procedures; Mediation rules and procedures; Uniform Standards of Professional Appraisal Practice.

**Skill in:** computer operation; use of modern office equipment; customer service.

**Ability to:** develop and maintain effective working relationships; perform job safely; interpret a variety of instructions in written, oral, picture, or schedule form; exercise independent judgment and discretion; add, subtract, multiply, and divide whole numbers; calculate fractions, decimals, and percentages; define problems, collect data, establish facts and draw valid conclusions; maintain accurate records; prepare accurate and concise reports; sorts items into categories according to established methods; train or instruct others; communicate effectively in oral and written form; maintain confidentiality; resolve complaints from angry citizens; travel to and gain access to worksite; evaluate data and information; apply judgment, decisiveness, and creativity in dealing with situations involving the evaluation of information against sensory or judgmental criteria.

**POSITION DIRECTLY SUPERVISED:**

None.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent.