



Clerical Supervisor

Department: Clinton County Job and Family Services- Clerical

Reports to: Director/Deputy Director

Employment Status: Full-Time Classification: Classified (Non-Exempt)

Schedule: Mon–Fri, 7:30 a.m.–4:30 p.m.

Starting Pay: \$21.84

Probationary Period: 365 days

About the Role

The Clinton County Department of Job and Family Services is seeking a dedicated Clerical Supervisor to lead our shared clerical team. This full-time position is responsible for supervising staff, ensuring high-quality customer service, and providing technical and administrative support across multiple program areas, including Child Protection, Child Support, Family Services, and OhioMeansJobs.

What You'll Do

- Supervise clerical staff and enforce program and personnel policies
 - Oversee agency records (physical and digital), coordinate with Archives and vendors for secure destruction
 - Serve as the Agency Technical Point of Contact (TPOC): troubleshoot technical issues, manage accounts/devices, and coordinate with state departments
 - Maintain office equipment and act as point-of-contact for vendors
 - Set employee performance goals, monitor and evaluate staff, provide coaching and training
 - Review team work for accuracy and compliance
 - Collect and analyze data, prepare monthly statistics and performance reports
 - Manage attendance lists, directories, and emergency contact information
 - Complete in-person BCI/FBI background checks and assist with system troubleshooting
 - Assist in on-boarding new employees
 - Support other program supervisors and perform program-specific tasks (HealthChek, voter registration, assistance verification)
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Minimum Qualifications

- High School Diploma or GED.
- At least two (2) years of relevant Job and Family Services experience
- Valid Ohio Driver's License, liability insurance, and reliable transportation.

- Ability to complete all essential job duties.
- Regular, predictable attendance and adherence to agency policies.
- Must pass all required background checks and screenings, including:
 - BCI & FBI background checks
 - SACWIS and Central Registry checks (for all states lived within the past 5 years)
 - National Sex Offender Registry
 - Bureau of Motor Vehicles
 - Pre-employment drug screening

Physical Requirements

- Prolonged periods of sitting and computer work.
- Occasional Standing, walking, bending, reaching and lifting.

Preferred Qualifications

- Prior experience in clerical supervision or office administration.
- Strong computer skills (Microsoft Office Suite)
- Excellent communication, organizational, and customer service skills.
- Ability to multitask and support multiple programs simultaneously.
- Ability to handle difficult circumstances, maintain confidentiality and sensitive information

What We Offer

- Comprehensive benefits (medical, dental, vision, retirement)
- Paid time off & holidays
- Paid training and professional development opportunities
- A supportive team committed to making a difference

How to Apply

Send a **cover letter, resume, and 3 professional references** to:
Nicole.Myers@jfs.ohio.gov or apply on Indeed.com

Clinton County is an **Equal Opportunity Employer**.
Note: This description is not all-inclusive and may change as needed.