



Franklin County Public Health  
280 East Broad Street  
Columbus, Ohio 43215-4562  
(614) 525-3160  
www.myfcph.org

## Job Posting

### Why Work Here? Be Valued!

As a public service agency, we know our greatest assets are the people behind the service. We recognize the value of our employees through competitive pay and an amazing benefit package for staff and their family. Franklin County Public Health is proud to be an equal opportunity employer committed to hiring a diverse and inclusive workforce.

The FCPH value statement says it all: **We serve our communities, our organization, and each other with Integrity, Accountability, Excellence, Respect and Humility.**

### Franklin County Public Health provides:

- Schedules to support a work/life balance.
- Robust benefits including medical, dental, vision, an employee assistance program and a flexible spending account.
- Life insurance, short and long term disability options are also offered.
- Vacation time, personal time, sick time, and paid holidays.
- And much more!

### **NOW HIRING: Receptionist (part-time)**

Under the direction of the Director, the office receptionist position is responsible for clerical tasks such as answering phones, greeting customers and data entry. The receptionist focuses on providing excellent customer service to internal and external customers in accordance with the mission, core values, and purposes of Franklin County Public Health.

This position is 20-25 hours per week, typically from 1:00 to 5:00 PM Monday through Friday.

### Duties Include:

- Answers telephones, screens calls, responds to inquiries and/or refers callers to appropriate agencies or departments/divisions. Greets and directs phone and in-person clients to the appropriate office within the Department. Identifying and assessing customers' needs to achieve satisfaction. Handle difficult and dissatisfied customers with professional, polite and appropriate interactions.
- Provides agency specific information that is accurate, valid and complete and requires limited interpretation of established policies, procedures and other relevant sources to internal and/or external customers over the telephone, in writing and/or in person.
- Duplicates, collates, scans, assembles and files materials as requested. Maintains paper filing system. Assists other offices and divisions in requested clerical tasks.
- Other related duties as assigned.

### Requirements:

- High school diploma or equivalent
- Technical competence with Microsoft Office Suite
- Professional oral and written communication skills
- Strong customer service skills essential

**Hiring Salary:** \$15.00/hour - \$15.78/hour. This is a non-exempt position.

**Interested applicants should send:**

1. Resume
2. Cover letter
3. FCPH application (located: <http://www.myfcph.org/careers>)

TO: [fcphjobs@franklincountyohio.gov](mailto:fcphjobs@franklincountyohio.gov) with subject 'Receptionist'

OR: Franklin County Public Health  
Attn: Human Resources – Receptionist  
280 East Broad Street  
Columbus, Ohio 43215-4562

**Deadline for Applying:** Internal applicants (01/24/2020); External applicants (02/09/2020)

**No phone calls please.** Franklin County Public Health is proud to be an equal opportunity employer committed to hiring a diverse and inclusive workforce. Learn more at [www.MyFCPH.org](http://www.MyFCPH.org).

FCPH is committed to providing a healthy work environment for all employees, and all employees agree to be non-tobacco users as a condition of employment.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be interpreted as an exhaustive list of all responsibilities, duties, and skills required of personnel in this position.