



JOB ANNOUNCEMENT

**Correspondence and Information Specialist I
Family Support Division, St Louis County (2)
November 5, 2018**

The Family Support Division (FSD) is seeking a candidate to fill a Correspondence and Information Specialist I position at the following location: Travel to assist with coverage in nearby Resource Centers will be required.

- St. Louis Co– Jennings Resource Center, 8501 Lucas and Hunt Rd., St. Louis 63136

JOB DUTIES: Duties include, but are not limited to:

- Interact and communicate by telephone and in person with Family Support Division clients in response to various questions and concerns regarding their case and/or benefits;
- Answer a variety of questions about any aspect of the client's eligibility for all programs administered by the Family Support Division;
- Investigate, research, and review cases;
- Develop and maintain a knowledge of state agency and non-state agency resources to which customers can be referred when their concern cannot be met through agency programs;
- Maintain awareness of Departmental goals and priorities to ensure responses to telephone and written inquiries are consistent;
- Maintain a comprehensive working knowledge of the computer systems and programs that are utilized by the Division;
- Assist with the development, implementation and analysis of Customer Service Surveys to improve services;
- Communicate with field management regarding customer service concerns and assist field staff in the development of conflict resolution regarding these concerns;
- Assist with special customer service projects as needed; and
- Interpret and explain rules, regulations, policies and procedures concerning Family Support Division activities, programs and benefits to recipients, clients, social service providers, community organizations and public officials.

QUALIFICATIONS: Two or more years of professional experience (e.g., Family Support Eligibility Specialist, Child Support Specialist, Children's Service Worker, Medicaid Technician) with the Missouri Department of Social Services in income maintenance; social services; medical services; resource, financial, or legal investigation; child support enforcement, or a closely related area.

OR

A Bachelor's degree from an accredited college or university with a minimum of 15 earned credit hours in one or a combination of the following: Accounting; Business, Public or Health Care Administration; Education; Nursing; Medical Technology; behavioral or social sciences; or a closely related field; and,

Two or more years of professional experience in income maintenance; social services; medical services; resource, financial, or legal investigation; child support enforcement, or a closely related area.

(24 earned graduate credit hours from an accredited college or university in the specified areas may substitute for one year of the required experience.)

SALARY RANGE: Annual salary range is \$34,416.00 - \$48,852.00

RECRUITMENT AREA: **Accepting applications for promotional or transfer applicants within the Family Support Division, Income Maintenance Program only.**

TO APPLY: Individuals who meet the required qualifications as specified above and are interested in this position must fill out the <https://dss.mo.gov/hrc/pdf/mo886-1315.pdf>, resume and any applicable transcripts by email or fax to Jonni Clark at (573) 751-4723 or Jonni.Clark@dss.mo.gov . When emailing your application to Ms. Clark; please specify which position and county you are applying for.

****Per provisions of the Americans with Disabilities Act, if you need assistance or special accommodations to participate in an interview, inform our office at the time you are called if selected for an interview. ****

APPLICATION DEADLINE: November 20th, 2018 by 5:00 p.m.

Applications subject to review prior to scheduling interviews.

DSS IS AN EQUAL OPPORTUNITY EMPLOYER