

**Franklin County Board of Commissioners  
Classification Specification & Job Description**

<b><u>CLASSIFICATION TITLE:</u></b> Center Director, Quality Support Services	<b><u>CLASS NUMBER:</u></b> 90006.3	<b><u>FLSA:</u></b> Exempt
<b><u>AGENCY/DIVISION:</u></b> Department of Job & Family Services - Northland	<b><u>JOB TYPE:</u></b> Full Time, Classified	<b><u>PROBATION PERIOD:</u></b> N/A
<b><u>BARGAINING UNIT:</u></b> Non-Bargaining	<b><u>PAY GRADE:</u></b> N20	<b><u>POSITION CONTROL #:</u></b> 100610
<b><u>POSITION LOCATION:</u></b> 1721 Northland Park Ave., Columbus, OH 43229	<b><u>TYPICAL WORK SCHEDULE:</u></b> Monday – Friday 8:00 AM – 5:00 PM	<b><u>SUPERVISOR (PCN):</u></b> Assistant Director (100110)
<b><u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u></b> Management Analyst 1 (100606)                                      Administrative Officer (100160) (100660) (100670)		

**CLASSIFICATION PURPOSE:**

The primary purpose of the Center Director classification is to assist the director with defining departmental goals and objectives. Develop policies and procedures. Assist in the preparing department budget. Supervise assigned staff in one or more major department sections or divisions.

**JOB DUTIES:**

Plan, direct, and administer the overall activities of Quality Support Services department. Provide direct supervision to assigned staff responsible for these operational areas.

Apply proper program policies agency-wide through a variety of quality assurance functions, including but not limited to case reviews, administrative hearings, compliance/monitoring reviews, and training. Oversee quality assurance policies and procedures designed to monitor and evaluate internal processes and effectiveness. Provide effective quality assurance feedback to agency managers on the correct implementation of program policies and procedures.

Ensure allegations of under-issuance and overpayment of public assistance benefits are adequately and timely investigated and appropriate resolution of substantiated allegations. Oversee coordination of activities with the County Prosecutor’s office, law enforcement agencies, and other state and local agencies regarding potential fraud, erroneous payments, other misconduct related to public assistance benefits, evidentiary matters, and investigation techniques. Develop and maintain the agency Fraud Risk Management Plan. Coordinate the pursuit of civil recovery of erroneous payments. Identify other avenues for increasing collection of erroneous payments.

Oversee the agency’s overall administrative hearing process; the design, development and coordination of compliance-related activities across agency departments; data management, analysis, and monitoring of agency wide compliance with federal and state regulations. Ensure responses to requests for information from state and federal auditors of agency program and lead development of continuous improvement/corrective action plans when required by state and federal oversight entities. Evaluate requests for use of the agency’s rapid response team and, in coordination with executive staff, make decisions regarding the usage of the rapid response team.

Provide appropriate training to agency staff, temporary employees, community partners, and the general public, as needed. Oversee the coordination, development and implementation of training curriculum and professional development activities for agency staff; preparation and dissemination of training materials. Answer and clarify agency program policy questions to ensure appropriate compliance with program requirements. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of management; labor relations; employee training and development; supervision; public relations; agency policy and procedures; counseling; law. Skills in equipment operation. Ability to interpret extensive variety of technical material in books, journals and manuals; calculate fractions, decimals and percentages; use statistical analysis; read simple sentences with common vocabulary; comprehend simple sentences with common vocabulary; maintain accurate records; originate routine business letters reflecting standard procedures; understand manuals and verbal instructions, technical in nature; prepare meaningful, concise and accurate reports; use proper

research methods in gathering data; prepare and deliver speeches before specialized audiences and general public; develop complex reports and position papers; work alone on most tasks; answer routine telephone inquiries from public; handle sensitive inquiries from and contacts with officials and general public; establish friendly atmosphere as division or large section chief; resolve complaints from angry citizens and government officials.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Any equivalent combination of relevant training and experience including but not limited to: Bachelor's degree in business management, public administration or related field with five (5) years of progressively responsible management experience in public administration, business, government or related field.

**Additional Requirements**

Must meet background check requirements.

**Supervisory Responsibilities**

Ability to function in a managerial capacity for one or more department sections or divisions. Includes the ability to make decisions on procedural and technical levels.

**UNUSUAL WORKING CONDITIONS:**

N/A

**Acknowledgement of Receipt:**

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date