

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

<u>CLASSIFICATION TITLE:</u> Administrative Officer	<u>CLASS NUMBER:</u> 10256	<u>FLSA:</u> Exempt
<u>AGENCY/DIVISION:</u> Child Support Enforcement Agency	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> 180 Days
<u>BARGAINING UNIT:</u> Non-Bargaining	<u>PAY GRADE:</u> N17	<u>POSITION CONTROL #:</u> Varies
<u>POSITION LOCATION:</u> 80 E Fulton Street, Columbus, Ohio 43215	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Support Manager (080029)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u> Secretary 1 (080112), and Clerk 1 (080113)		

CLASSIFICATION PURPOSE:

The primary purpose of the Administrative Officer classification is to assist in the administration and coordination of assigned area; and supervise and direct activities of the assigned area.

JOB DUTIES:

Work with the Support Manager to plan, coordinate, implement, and evaluate activities within the Enforcement Department in accordance with applicable federal and state laws, rules, regulations, agency policies and procedures, and collective bargaining agreement. Manage and supervise assigned staff and activities within the Department. Assist the Support Manager in determining work priorities. Assist the Support Manager to establish performance objectives within the federal performance indicators. Evaluate and adjust section policies and procedures for maximum performance. Utilize data and evidence-based practices in decision making. Respond to customer complaints and issues. Engage in the grievance and dispute resolution process. Prepare policies and procedures. Review and evaluate Department programs. Interpret and evaluates reports to identify trends or areas of concern. Present and help organize practical strategies to ensure daily tasks and projects are being completed in a timely and accurate manner. Conduct meetings. Design, develop, approve, coordinate, and monitor special agency projects. Develop and maintain reporting systems to monitor status, activity, and performance of the Department. Interview for staff positions. Review and prepare recommendations for hire. Compile and analyze department statistics. Evaluate employee performance. Train and mentor staff. Ensure that Department Supervisors are engaging in on-going staff career development. Initiate disciplinary actions. Maintain positive morale and a healthy workplace environment. Work with community partners to provide services directly to residents. 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; supervision; public relations; human relations; agency policy and procedures; government structure and process. Skill in word processing; equipment operations. Ability to define problems, collect data, establish facts and draw valid conclusions; use statistical analysis; prepare meaningful, concise and accurate reports, use proper research methods in gathering data; cooperate with coworkers on group projects; establish friendly atmosphere as supervisor of work unit; handle sensitive inquiries from and contact with officials and general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Bachelor’s degree in business or related field with three (3) years of office administration or related experience; or any equivalent combination of training and experience.

Additional Requirements

No special license or certification required.

Supervisory Responsibilities

Ability to assign, review, plan, and coordinate the work of other employees, to provide instruction to other employees, to maintain department standards, to recommend the discipline or discharge of other employees, and to act on employee problems, to recommend and approve the transfer, promotion, or salary increase of other employees.

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