

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

<u>CLASSIFICATION TITLE:</u> Client Affairs Officer	<u>CLASS NUMBER:</u> 70005	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Child Support Enforcement Agency	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> 180
<u>BARGAINING UNIT:</u> Non-Bargaining	<u>PAY GRADE:</u> N13	<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> Quality Assurance Manager (086000)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the Client Affairs Officer classification is to serve as a liaison position to troubleshoot difficult, sensitive, and unusual case matters, to respond via verbal or written communication in a timely manner with accurate information, and to represent the agency by researching, investigating, preparing, and presenting information for State hearings, judicial hearings, and at civic and community meetings.

JOB DUTIES:

Resolve difficult, sensitive, complex and unusual problems relating to client cases. Represent the agency in State Administrative Hearings by investigating the issues, preparing an appeal summary with exhibits, being available for hearings and testifying under oath as to the actions of the agency in accordance with current policy and procedures.

Act as “troubleshooter” for the agency by receiving complaint inquiries from the general public, clients, governmental agencies, state and federal offices. Respond to all inquiries after researching case files and/or notes. Review policies and procedures. Summarize agency position by preparing verbal and/or written response.

Review, redact, audit and /or copy case information upon receipt of a judicial subpoena in preparation for appearance and representation of agency in court hearings. Provide case information and/or testimony under oath. Investigate complaint inquiries and refer cases to various agency departments for corrective action. Perform follow-up reviews to ensure matters have been resolved and/or brought into compliance. Prepare, schedule and conduct county conferences.

Assist other agency departments with policy and procedure questions and/or case problems. Complete records and information requests determining access to confidential information, and copying information to be provided to requestor. Conduct financial audits of difficult and complex cases. Represent the agency by attending civic and community meetings and public speaking. Research and prepare resolution after identifying problem areas concerning existing policy and procedures. Assist auditors with program reviews and with preparation of selected cases for review. Review resumes and cover letters of persons who want to be interviewed for vacant positions. Rate candidates for qualifications, skills, and experience. Interview candidates for vacant positions. 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 public relations; human relations; agency policy and procedures; government structure and procedure; interviewing; social sciences. Skill in word processing; equipment operation. Ability to deal with problems involving several variables in familiar context; define problems, collect data, establish facts and draw conclusions; add, subtract, multiply and divide whole numbers; calculate fractions, decimals and percentages; interview job applicants effectively; use proper research methods in gathering data; copy records precisely without error; understand manuals and verbal instructions, technical in nature; prepare meaningful, concise and accurate reports; prepare and deliver speeches before specialized audiences and general public; develop complex reports and position papers; gather, collate and classify information about data, people or things; handle sensitive inquiries from and contacts with officials and general public; cooperate with coworkers on group projects; resolve complaints from angry citizens and government officials.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Bachelor’s degree in human services, communication, or related field with two (2) years of child support enforcement experience; or any equivalent combination of training and experience.

Additional Requirements

Must meet background check requirements.

Supervisory Responsibilities

None required.

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