

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

<u>CLASSIFICATION TITLE:</u> Client Information Supervisor	<u>CLASS NUMBER:</u> 50106	<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> N11	<u>POSITION CONTROL #:</u> 082200
<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 (082000)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the Client Information Supervisor classification is to supervise the performance, actions, and services of assigned staff.

JOB DUTIES:

Supervise the performance, actions, and services of assigned staff. Research, verify, and update information. Answer telephone calls when short staffed. Address issues regarding cases in confidential case load. Monitor customer service and statistics. Research and resolve issues from complaint calls and irate clients. Interview and recommend candidates to fill vacancies within the assigned area. Process leave requests.

Complete telephone-monitoring reviews for assigned staff. Prepare agendas and conduct unit meetings, and disciplinary meetings. Complete employee performance evaluations, and attendance reports. Maintain fact files. Analyze daily statistical reports. Create monthly statistical reports.

Process return to sender mail. Review timesheets. Train new employees. Attend management meetings. Create new forms. Coordinate clerical packets, mail and walk-in coverage. Create daily workday schedules. Direct unit compliance with applicable Federal and State laws. 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 employee training and development; supervision; human relations; agency policy and procedures; interviewing; Skill in equipment operation. Ability to carry out detailed but basic written or oral instructions; deal with problems involving few variables in familiar context; define problems, collect data, establish facts and draw valid conclusions; dealing with problems involving several variables in familiar context; apply principles to solve practical, everyday problems; complete routine forms; interview job applicants effectively; prepare meaningful, concise and accurate reports; originate instructions and specifications concerning proper uses of machinery; gather, collate and classify information about data, people or things; answer routine inquiries from public; establish friendly atmosphere as supervisor of work unit.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Associate's degree in sociology, human resources, or related field with three (3) years of child support enforcement experience; or any equivalent combination of training and experience.

Additional Requirements

Must meet background check requirements.

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.

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