



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

<u>CLASSIFICATION TITLE:</u> Office Manager 2	<u>CLASS NUMBER:</u> 10204	<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> N12	<u>POSITION CONTROL #:</u> 084400
<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 (084000)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u> Secretary 1 (Lead) (080220) Clerical Specialist (080223) (080219) Secretary 1 (080216) (080217) (080218) (080221) (080222)		

CLASSIFICATION PURPOSE:

The primary purpose of the Office Manager 2 classification is to manage and supervise an assigned staff to ensure compliance with established policies and procedures and that the overall expectations of the agency and assigned area are met and maintained on a daily basis while providing exemplary customer service to external and internal customers.

JOB DUTIES:

Perform and supervise administrative/secretarial and clerical specialist work for the establishment department. Supervise, direct, evaluate and train assigned staff. Process employee concerns and problems. Resolve problems and implement resolutions within the department and agency. Assign and review work, counsel, discipline, and complete employee performance appraisals. Develop performance improvement plans. Interview and make recommendations on hiring, disciplinary actions, and performance appraisals. Develop, implement, and monitor necessary procedures to ensure efficiency, compliance, and standards of assigned unit. Answer questions and provide information. Create and distribute employee schedules, review time sheets, and approve leave requests. Comply with all time frames and deadlines established by statute and agency policy. Order and distribute office supplies, forms, and pamphlets for the unit.

Oversee and perform department work functions. Proactively develop and implement routine procedures and workflow in assigned area. Investigate problem situations. Organize, plan, attend and/or conduct meetings. Communicate new or procedural changes through weekly meetings. Research, transfer and track cases to various counties and support officers using appropriate systems. Evaluate and monitor workflow of unit. Ensure that all work is completed timely and address any backlogs immediately. Compile and prepare statistical reports, documents, and other management reports. Assist with department coverage. Handle and assign confidential and sensitive inquiries from internal/external customers. Plan, organize, and implement projects as assigned. Respond to questions from staff, public and/or outside agencies. Determine resources necessary to accomplish unit objectives while also monitoring necessary procedures to accomplish work goals of the unit.

Process requests for county case transfers from all counties in the State of Ohio and caseload transfers from staff within the agency. Review and research cases to determine proper jurisdiction before accepting case transfers or transferring cases to other counties or caseloads. Possess knowledge of law governing proper jurisdiction (ORC 2151.353).

Troubleshoot issues on the IV-A/IV-D Interface report and coordinate with Ohio Benefits (OB) staff and/or Job and Family Services (JFS) staff to reach a resolution with processing the applications on the report. Track and coordinate a resolution with OB and/or JFS staff for inquiries/issues department staff encounter with cases they are working. 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 inventory control; management; employee training and development; supervision; office management; agency policy and procedures. Skill in computer tracking and workflow systems; internal and external software and computer programs; typing; word processing; equipment operation. Ability to define problems, collect data, establish facts and draw valid conclusions; maintain accurate records; use proper research methods in gathering data; gather, collate and classify information about data, people or things; cooperate with coworkers on group projects; answer routine telephone inquiries from public; handle sensitive inquiries from and contacts with officials and general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Associate's degree in business administration or related field with three (3) years office administration or clerical 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 high department standards, take the initiative to initiate unit or process flow improvement, create a positive healthy work environment, to recommend the discipline or discharge of other employees, to act on employee problems, hire new employees and to recommend the transfer or promotion 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