

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

CLASSIFICATION TITLE: Quality Assurance Supervisor	CLASS NUMBER: 70505	FLSA: Exempt
AGENCY/DIVISION: Child Support Enforcement Agency	JOB TYPE: Full Time, Classified	PROBATION PERIOD: 180
BARGAINING UNIT: Non-Bargaining	PAY GRADE: N17	POSITION CONTROL #: 086000
POSITION LOCATION: 80 E. Fulton Street Columbus, Ohio 43215	TYPICAL WORK SCHEDULE: Monday – Friday 8:00 AM – 5:00 PM	SUPERVISOR (PCN): Director (081000)
JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED: Client Affairs Officer (086005) (086006) Quality Assurance Reviwer (086001) (086002) (086003) Training Officer (086008)(086011)		

CLASSIFICATION PURPOSE:

The primary purpose of the Quality Assurance Supervisor classification is to direct, administer, and supervise a continuous quality improvement program, to lead the agency mission of providing the highest quality services in a customer-friendly setting to clients, to manage assigned department, and to serve as a liaison with the Court and the Clerk of Court.

JOB DUTIES:

Direct, administer and supervise a continuous quality improvement program, to lead the agency mission of providing the highest quality services in a customer-friendly setting to clients, to manage assigned department, and to serve as a liaison with the Court and Clerk of Courts. Direct operations of the assigned unit. Respond via telephone or letter to client inquiries about agency service. Write, review, and maintain work instruction manual. Evaluate client feedback and recommends appropriate agency response. Chair audit policy work group and recommend changes to policy when appropriate. Coordinate Speaker's Bureau and assigns staff to represent agency. Monitor agency website. Respond to electronic mail inquiries submitted by clients. Update website content as needed. Review and approve training modules and training presentations. Supervise assigned staff to response to client inquiries. Provide quality performance recaps to agency departments. Design and approve court document forms for enforcement department. Evaluate job performance of direct reports and conducts performance evaluations. 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; work force planning; employee training and development; supervision; agency policy and procedures; interviewing. Skill in equipment operation. Ability to deal with problems involving few variables in familiar context; carry out instructions in written, oral or picture form; apply principles to solve practical, everyday problems; define problems, collect data, establish facts and draw valid conclusions; copy material accurately and recognize grammatical and spelling errors; interview job applicants effectively; understand manuals and verbal instructions, technical in nature; proofread technical materials, recognize errors and make corrections; 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 contacts with officials and general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Bachelor's degree in business or related field with five (5) years of office administration or related 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, to act on employee problems, and 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