

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

<b>CLASSIFICATION TITLE:</b> Social Program Administrator 2	<b>CLASS NUMBER:</b> 70307	<b>FLSA:</b> Exempt
<b>AGENCY/DIVISION:</b> Child Support Enforcement Agency	<b>JOB TYPE:</b> Full Time, Classified	<b>PROBATION PERIOD:</b> 180
<b>BARGAINING UNIT:</b> Non-Bargaining	<b>PAY GRADE:</b> N19	<b>POSITION CONTROL #:</b> 086000
<b>POSITION LOCATION:</b> 80 E. Fulton Street Columbus, Ohio 43215	<b>TYPICAL WORK SCHEDULE:</b> Monday – Friday 8:00 AM – 5:00 PM	<b>SUPERVISOR (PCN):</b> Director (081000)
<b>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</b>		
Client Affairs Officer (086005) (086006)      Quality Assurance Reviewer (086001) (086002) (086003) Training Officer (086008)(086011)      Employee Development Administrator (086100)		

**CLASSIFICATION PURPOSE:**

The primary purpose of the Social Program Administrator 2 classification is to interpret program policy and regulations and manage the work and assigned staff.

**JOB DUTIES:**

Establish standardized policies and operating procedures for use in the daily operations of the program through discussions at the administrative, supervisory, and case manager staff levels. Provide supervision and leadership to assigned staff. Supervises Employee Development including training and development opportunities for staff. Provide direction to staff members as required or requested by reviewing client records. Communicate with clients and family members when conflicts arise. Develop standardized performance metrics for case managers and supervisors to ensure outcomes based programmatic goals are achieved. Develop and maintains good working relationships with administrative staff. Establish and maintain good communications to ensure smooth transitions and understanding regarding client issues. Standardized and participate in hiring process for vacant positions. Prepare agendas and leads monthly meetings both internal and external.

Assist in interpreting new and existing Ohio Administrative Code (OAC), federal and state policies and regulations in all public assistance manuals. Research individual customer or advocacy group complaints and facilitates resolutions of escalated customer complaints or issues that cannot be resolved by case manager, supervisor, or executive assistant. Monitor and track customers and/or advocacy group complaints to identify trends and recommend training or policy changes.

Establish materials, policies, procedures, coordinates on-site review. Recruits members, plans agenda and leads strategic planning committees and sub-committees. Serve as one of the agency’s representative to the Franklin County Domestic and Juvenile Court and CSEA Liaison’s office.

Guide activities to ensure that policies with regard to Interpreters are understood and followed. Recruit members for, plans agenda, and leads assigned committees. Work collaboratively with Employee Development Administrator to develop skills necessary for staff to continue along career paths for case management staff and supervisors.

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; employee training and development, human resources development; supervision, employee training and development; public relations; human relations; agency policy and procedures; counseling; business; social sciences. Skill in word processing; equipment operation. Ability to define problems, collect data, establish facts and draw valid conclusions; calculate fractions, decimals and percentages; add, subtract, multiply and divide whole numbers; use statistical analysis; read simple sentences with common vocabulary; comprehend simple sentences with common vocabulary; maintain accurate records; prepare meaningful, concise and accurate reports; use proper research methods in gathering data; prepare and deliver speeches before specialized audiences and general public; develop complex reports and position paper; 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 social work, business management, or related field with five (5) years of management experience; or any equivalent combination of training and experience.

**Additional Requirements**

No special license or certification is required.

**Supervisory Responsibilities**

Ability to assign, review, plan, and coordinate the work of other employee, to provide instruction to other employees, to maintain department standards, to recommend the discipline or discharge of other employees, 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