

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

<u>CLASSIFICATION TITLE:</u> Support Manager	<u>CLASS NUMBER:</u> 70004	<u>FLSA:</u> 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> N18	<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> Deputy Director, Programming (081010)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u> Varies		

CLASSIFICATION PURPOSE:

The primary purpose of the Support Manager classification is to plan, coordinate, implement, and evaluate activities in their assigned section in accordance with applicable federal and state laws, rules, regulations, agency policies and procedures, and other appropriate directives and to manage and supervise assigned personnel in the section.

JOB DUTIES:

Plan, coordinate, implement, and evaluate activities in the assigned section in accordance with applicable federal and state laws, rules, regulations, agency policies and procedures, and collective bargaining agreement. Manage and supervise assigned staff and activities of assigned section. Determine work priorities. Establish performance objectives with federal performance indicators. Evaluate and adjust section policies and procedures for maximum performance. Utilize data and evidence-based practices in decision making. Respond to customer complaints and issues. Grievance and dispute resolution. Prepare policies and procedures. Review and evaluate existing section programs. Interpret and evaluates reports to identify trends or areas of concern. Determine staffing levels, needs, and organization. Conduct meetings. Design, develop, approve, coordinate, and monitor special agency projects. Develop and maintain reporting systems to monitor status, activity, and performance of section. Maintain and monitor performance of outside vendors. May supervise federal grants. Interview for staff positions. Review and prepares recommendations for hire. Compile and analyze department statistics. Evaluate, analyze, and recommend budget needs for the department. Evaluate employee performance. Train and mentor staff. Initiate disciplinary actions. Work with community partners to provide services directly to residents. 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 budgeting; management; employee training and development; supervision; public relations; human relations; agency policy; government structure and process. Skill in word processing; typing; equipment operation. Ability to deal with problems involving few variables in familiar context; apply principles to solve practical everyday problems; interpret extensive variety of technical material in books, journals and manuals; calculate fractions, decimals, and percentages; add, subtract, multiply and divide whole numbers; interview job applicants effectively; prepare meaningful, concise and accurate reports; use proper research methods in gathering data; develops complex reports and position papers; answer routine telephone inquiries from public; establish friendly atmosphere as supervisor of work unit; resolve complaints from angry citizens and government.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Any equivalent combination of relevant training and experience including but not limited to: Bachelor's degree in business administration, public administration, social services, or related field with five (5) years of business administration, public administration, and/or social services 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