

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

<b><u>CLASSIFICATION TITLE:</u></b> Support Officer Supervisor	<b><u>CLASS NUMBER:</u></b> 70003	<b><u>FLSA:</u></b> Non-Exempt
<b><u>AGENCY/DIVISION:</u></b> Child Support Enforcement Agency	<b><u>JOB TYPE:</u></b> Full Time, Classified	<b><u>PROBATION PERIOD:</u></b> 180
<b><u>BARGAINING UNIT:</u></b> Non-Bargaining	<b><u>PAY GRADE:</u></b> N15	<b><u>POSITION CONTROL #:</u></b> Varies
<b><u>POSITION LOCATION:</u></b> 80 E. Fulton Street Columbus, Ohio 43215	<b><u>TYPICAL WORK SCHEDULE:</u></b> Monday - Friday 8:00 AM – 5:00 PM	<b><u>SUPERVISOR (PCN):</u></b> Support Manager (Varies)
<b><u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u></b> Varies		

**CLASSIFICATION PURPOSE:**

The primary purpose of the Support Officer Supervisor classification is to supervise assigned staff and monitor work quality and production, to assign and track work, to counsel employees, to interview and hire candidates, to provide customer service, to ensure quality production, and to solve problems.

**JOB DUTIES:**

Directly supervise support officers or other assigned staff in the unit. Initiates appropriate measures to improve effectiveness and efficiency and determines the work priorities and assignments. Correspond with clients/consumers and other agencies in need of assistance. Train staff on new policies and procedure changes and is responsible for resolving difficult or unusual situations. Provide direction regarding complex cases and interprets court and administrative orders. Ensure assigned unit adheres to applicable federal and state laws, work rules, and internal policies and procedures. Coordinate work assignments with other units to achieve joint goals and responsibilities.

Respond to inquiries from other sections in the agency, other agencies or clients to ensure uniform policy implementation. Inform supervisor of any potential problems or any unusual situations that may occur during the conversion project. Assist the manager in drafting management and/or programmatic procedures that may include manuals and policy recommendations. Maintain current FVI caseload. Continue support officer 2 duties as assigned and assists current unit with case coverage.

Evaluate employee's performance and implements or recommends discipline if needed. Attend staff trainings, attend staff meetings and meetings regarding the case file conversion process and any federal and state trainings as assigned. 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; employee training and development; supervision; public relations; agency policy and procedures; interviewing; social sciences. Skill in word processing; equipment operation. Ability to define problems, collect data, establish facts and draw valid conclusions; interpret extensive variety of technical material in books, journals, and manuals; calculate fractions, decimals and percentages; prepare meaningful, concise and accurate reports; gather, collate and classify information about data or people; 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 public administration, business administration, social services, or related field with three (3) years of public administration, business administration, social services, 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 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