

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

<b><u>CLASSIFICATION TITLE:</u></b> Support Service Manager	<b><u>CLASS NUMBER:</u></b> 10258	<b><u>FLSA:</u></b> 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> N19	<b><u>POSITION CONTROL #:</u></b> 081005
<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> Director (081000)
<b><u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u></b> Varies		

**CLASSIFICATION PURPOSE:**

The primary purpose of the Support Service Manager classification is to supervise and oversee the day-to-day operations of assigned sections.

**JOB DUTIES:**

Supervise and oversee the day-to-day operations of assigned sections, including IT, Fiscal and Records Unit. Coordinate building facilities for the agency. Serve as a resource person for the agency financial matters. Coordinate the timely and efficient delivery of the services of the assigned sections with other agency departments, agency staff, other county/state agencies, and the general public. Oversee functions of assigned sections to ensure the timely and accurate delivery of service. Provide statistics and reports to the Director. Recommend methods for improved service delivery.

Develop, implement, and monitor agency fiscal and budget expenditures. Handle and resolves complaints regarding the assigned sections. Respond to telephone complaints and written inquiries. Develop and implements security for the agency Federal Tax Information to ensure compliance with federal regulations. Perform limited technical onsite support for information technology section. Coordinate facilities security and maintenance. Review products and services with outside vendors. Develop and update contingency planning to maintain operations in the event of a major impediment to agency operations. Organize agency safety team to respond to emergency situations. Coordinate and facilitates agency audits with outside state and federal auditors. Develop and reviews equipment and computer needs for the agency. 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; inventory control; management; labor relations; employee training and development; supervision; safety practices public relations; human relations; deal with problems involving few variables in familiar context; define problems, collect data, establish facts and draw valid conclusions; calculate fraction decimals, and percentages; recognize safety warnings; maintain accurate records; develop complex reports and position papers; answer routine telephone inquiries; establish friendly atmosphere as a manager; handle sensitive inquiries from and contacts with officials and general public.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Any equivalent combination of relevant training and experience including but not limited to: Bachelor's degree in business, accounting, or related field with five (5) years of government or business operations 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:**

---

Franklin County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the county will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Effective Date: \_\_\_\_\_

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