

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

<b><u>CLASSIFICATION TITLE:</u></b> Administrative Officer	<b><u>CLASS NUMBER:</u></b> 10256	<b><u>FLSA:</u></b> Exempt
<b><u>AGENCY/DIVISION:</u></b> Department of Job & Family Services –Northland	<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> N17	<b><u>POSITION CONTROL #:</u></b> 100152
<b><u>POSITION LOCATION:</u></b> 1721 Northland Park Ave., Columbus, OH 43229	<b><u>TYPICAL WORK SCHEDULE:</u></b> Monday – Friday 8:00 AM – 5:00 PM	<b><u>SUPERVISOR (PCN):</u></b> Chief Operating Officer (100150)
<b><u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u></b>		

**CLASSIFICATION PURPOSE:**

The primary purpose of the Administrative Officer classification is to assist in the administration and coordination of assigned area; and supervise and direct activities of the assigned clerical support area.

**JOB DUTIES:**

Work directly with executive team to answer and clarify program policy questions and forecast operational needs and trends. Maintain a comprehensive knowledge of program regulations and laws governing the public and medical assistance benefits program.

Identify operational issues and make recommendations for corrective action. Review and evaluate staffing levels, assignments and workloads and make recommendations to executive staff regarding redistribution of staffing levels, assignment and workloads as appropriate. Monitor reports, track and evaluate individual, unit, and department performance relating to established agency metrics, and make recommendations to executive staff regarding improved performance. Design, recommend, and where appropriate, implement administrative policies, procedures, and systems as they relate to agency performance metrics. Assist in gathering information for and responding to audits and reviews of various public and medical assistance benefits programs.

Perform data management and analysis resulting in regular comprehensive reports for monitoring agency-wide performance and compliance with federal and state regulations governing public and medical assistance benefits programs. Create specialized ad hoc reports for executive and senior staff, other agency staff, county administration, and the Board of Commissioners. Develop and coordinate research, best practices, focus groups, and other sources to gather necessary data for reporting and monitoring purposes. Meet with other agency staff and representatives of state and federal entities regarding agency performance.

Prepare correspondence. Disseminate information. Research general and case-specific inquiries from internal and external stakeholders and provide appropriate resolutions and responses to those inquiries. Prepare and revise procedures/manuals/desk aids/forms for staff and management. Consult with and provide technical assistance to agency staff. Organize training seminars. Give presentations to staff and management. Attend training sessions and conferences to keep current on issues affecting compliance-related matters. Attend meetings and participate in special project committees. 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; supervision; public relations; human relations; agency policy and procedures; government structure and process. Skill in word processing; equipment operations. Ability to define problems, collect data, establish facts and draw valid conclusions; use statistical analysis; prepare meaningful, concise and accurate reports, 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 contact with officials; resolve complaints from government officials.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Any equivalent combination of relevant training and experience including but not limited to: Bachelor’s degree in business or related field with three (3) years of office administration or related experience.

**Additional Requirements**

Must meet background check requirements.

**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