

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

<u>CLASSIFICATION TITLE:</u> Administrative Officer	<u>CLASS NUMBER:</u> 10256	<u>FLSA:</u> Exempt
<u>AGENCY/DIVISION:</u> Department of Job & Family Services - Northland	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> 180
<u>BARGAINING UNIT:</u> Non-Bargaining	<u>PAY GRADE:</u> N17	<u>POSITION CONTROL #:</u> 100670
<u>POSITION LOCATION:</u> 1721 Northland Park Ave., Columbus, OH 43215	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Assistant Director, CLC (100600)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

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:

Answer and clarify Quality Control, Quality Resources and Payment Accountability unit’s questions to ensure policies are being properly applied. Respond to written, phone or in person complaints from customers regarding errors, error rate suppressions programs and fraud/overpayment investigations. Establish and monitors assignments for unit supervisor and/or staff involved in quality improvement review methodology to address internal processes and correct error prone activities and review of cases cited for errors by State Quality Control findings. Create systems designed to monitor and evaluate the effectiveness of the agency programs in reaching the agency’s goals and objectives.

Direct and supervise the Quality Control. Quality Resources and Payment Accountability units to ensure quality customer service is provided. Plan and direct the assignment and completion of and develop, implement, and monitor procedures of supervisor performance, complete performance evaluations, make recommendations for improving skills when necessary.

Interview, recommends selection and/or discharge of staff with approval of the Assistant Director, CLC. Conduct meetings and individual conferences with subordinate staff to assess area operations, identify and resolve problems and refine and enhance their management skills. Meet with other agency administrative staff, representatives of state and federal officials in the development implementation of ongoing and special programs.

Act as liaison with the County Prosecutor’s office, law enforcement agencies, and other state and local agencies, coordinating activities between all areas within as well as outside the agency. Prepare monthly and other detailed reports of area operations outlining problems, barriers and recommendations for interim and long term corrective action. Prepare detailed analysis of staffing and prepares projections of staffing needs in response to work load requirements and changing agency focus. 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; supervision; public relations; human relations; agency policies and procedures. Skill in word processing; typing; equipment operation. 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; handle sensitive inquiries from and contact with officials; resolve complaints from government officials.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Bachelor’s degree in business or related field with three (3) years of office administration 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 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