

**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>
<b><u>POSITION LOCATION:</u></b> 1721 Northland Park Ave., Columbus, OH 43215	<b><u>TYPICAL WORK SCHEDULE:</u></b> Monday – Friday 8:00 AM – 5:00 PM	<b><u>SUPERVISOR (PCN):</u></b> Assistant Director, CLC (100600)
<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:**

Direct and supervise activities of the agency’s training department. Perform supervisory tasks which include: assigning and reviewing work completed by the unit for accuracy and completeness; evaluating level of worker performance, conducting unit meetings and individual conferences. Coordinate training to improve performance, maintaining accuracy of workloads, reporting and recording functions and initiating remedial action as needed for corrective measures. Coordinate and develop training curriculum for agency staff. Answer and clarify agency staff policy questions to ensure appropriate compliance with program requirements. Follow up with supervisors and/or staff to ensure the concerns are resolved in a timely and professional manner. Solve problems with staff to find effective means to serve customers.

Prepare correspondence; disseminate information; and prepare and revise procedures/manuals/desk aids/forms for staff and management. Consult with and provides technical assistance to agency staff, senior staff and executive team; organize training seminars; give presentations to staff and management; attend training sessions and conferences to keep current on public and medical assistance benefits programs.

Evaluate statistical data from monthly, quarterly and annual reports relative to center and individual TCM units’ work performance. Monitor reports, track delinquencies, and devise means to reduce delinquencies and/or take corrective action.

Attend meetings and participate in special project committees; direct and administer systems designed to monitor and improve compliance and accuracy; maintain a comprehensive knowledge of program regulations and laws governing the public and medical assistance benefits programs. 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; employee training and development; 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