

**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 – Varies	<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> Varies
<u>POSITION LOCATION:</u> Varies	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Varies
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u> Varies		

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 with center director to answer and clarify policy questions to ensure correct appliance. Conduct investigations of customer concerns received in writing, by telephone, or in person. Provide information to resolve concerns. Follow up with supervisors and/or staff to ensure concerns are resolved in a timely and professional manner. Solve problems with supervisors and staff to determine effective means to serve customers.

Direct activities of the clerical support area to ensure quality customer service is provided. Assume management responsibilities in the absence of the center director. Perform supervisory tasks, which includes assigning and reviewing work completed by the unit for accuracy. Identify operational problems and makes recommendations for corrective action. Ensure compliance with federal and state laws, regulations, rules, standards, and guidelines. Address personnel issues. Consult with community and governmental agencies to establish and maintain a positive working relationship.

Attend meetings and participates in special project committees. Review and evaluates staffing levels. Evaluate and redistribute workloads. Monitor reports, track delinquencies, and devise means to reduce delinquencies. Maintain materials for audit purposes. Review customer service complaint reports and makes recommendation for corrective action.

Conduct meetings with supervisors and provides training to improve performance. Monitor and approve timesheets. Evaluate data from reports relating to individuals and performance. 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) year 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