

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

<u>CLASSIFICATION TITLE:</u> Center Director	<u>CLASS NUMBER:</u> 70323	<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> N20	<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> Assistant Director (100110)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u> Varies		

CLASSIFICATION PURPOSE:

The primary purpose of the Center Director classification is to handle the responsibility of the organization, supervision, and administration of assigned facility and staff.

JOB DUTIES:

Organize, supervise and administer all operational needs of the assigned center. Administer all special projects and welfare reform initiatives approved for implementation. Direct other means tested programs contracted to the Department of Human Services. Provide planning and administration of total case management, which combines all functions of Income Maintenance and Social Services.

Work closely with staff, make observations, create an atmosphere conducive to working and make utilization of resources available. Review workload and production to distribute and/or realign work expectations and priorities. Resolve escalated customer service issues that cannot be decided or solved at worker, supervisor, or assistant levels. Conduct meetings with management team. Work cooperatively with all divisions in recruitment, selection and assignment of staff. Handle routine personnel matters, complete performance evaluations and administer staff conferences and discipline, as needed.

Interpret complex federal and state rules. Participate in state and community projects and workgroups. Serve as chief communicator for the center in coordination with other department staff and community partners. Interpret program policies, department practices and administrative rules and regulations to staff, customers and the general community. Serve on boards, hold conferences, and participate in executive meetings, committees and councils. Implement union contract and negotiations as needed.

Evaluate and utilize reports to make operational decisions. Review performance indicators. Attend meetings with executive staff to coordinate on agency policy, process, and projects. Responsible for collaboration and coordination with other center directors to achieve maximum program effectiveness. Establish and maintain positive working relationships with other service providers. Coordinate co-location efforts and other collaborative service arrangements to provide for One-Stop-Shopping of services for program participants. Initiate employment and training purchase of service contracts and/or collaborative agreements for program participants. Oversee issuance of public assistance programs and benefits.

Perform all administrative services, including emergency on-call physical responsibilities, opening and closing of the center, and security and PFM operations. Recognize unusual or threatening conditions and take appropriate actions. Serve on request for proposal review team. Assist with the initial set-up of the center, including contacting major companies and organizations within the community. Work with architects in the design of the center, and building layout. 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; work force planning; employee training and development; supervision; public relations; human relations; agency policy and procedures; government structure and process; counseling; interviewing. Skill in typing; word processing; equipment operation. Ability to deal with many variables and determine specific action; add, subtract, multiply and divide whole numbers; use statistical analysis; comprehend simple sentences with common vocabulary; originate routine business letters reflecting standard procedures; understand manuals and verbal instructions, technical in nature; prepare meaningful, concise and accurate reports; use proper research methods in gathering data; gather, collate and classify information about data, people or things; answer routine telephone

inquiries from public; 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 administration or related field with seven (7) years of management 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