

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

CLASSIFICATION TITLE: Deputy Director, Customer Service	CLASS NUMBER: 90008.1	FLSA: Exempt
AGENCY/DIVISION: Department of Job & Family Services - Northland	JOB TYPE: Full Time, Unclassified	PROBATION PERIOD: N/A
BARGAINING UNIT: Non-bargaining	PAY GRADE: N20	POSITION CONTROL #: 108110
POSITION LOCATION: 1721 Northland Park Ave., Columbus, OH 43229	TYPICAL WORK SCHEDULE: Monday – Friday 8:00 AM – 5:00 PM	SUPERVISOR (PCN): Assistant Director (930004)
JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:		
Office Manager 2 (930584) (930589) (930446) (930073) (930505) Case Manager Supervisor (930659)		Customer Service Assistant (930656) (930650) (930651) Administrative Officer (930533)

CLASSIFICATION PURPOSE:

The primary purpose of the Deputy Director classification is to assist the director with defining departmental goals and objectives. Develop policies and procedures. Assist in the preparing department budget. Supervise assigned staff in one or more major department sections or divisions.

JOB DUTIES:

Directly manage the Customer Access Center, including but not limited to the agency’s Call Center, Centralized Scanning Unit, Quick Scan, and agency main lobbies. Direct the agency customer service program that will provide efficient organization, supervision and administration of the assigned staff, training and other services. Monitor and suggest improvements to the end-to-end customer experience. Provide and define value suggestions for customers, in coordination with the agency senior team. Interpret complex Federal and State rules and ensures compliance with the HIPAA, confidentiality and other program requirements. Ensure compliance with Federal and State laws, regulations, rules and policies and procedures. Establish and enforce procedures and policies to effectively operate the department. Create coordination methodologies to ensure high level of customer service (i.e. call center performance, issue resolution process, centralized mail and fax processing, constituent concerns and customer complaints). Intervene and resolve processing issues; ensure staff accountabilities; implement and manage integral areas to ensure quality customer services (i.e., Customer Access Center (CAC). Review individual and unit performance indicators. Develop recognition for staff accomplishments for both individuals and teams; provide staff training on customer service. Oversee eligibility determinations made by case managers assigned to the Customer Access Center to ensure compliance with federal and state program requirements and agency key performance indicators.

Participate in state workgroups where multiple counties are represented to ensure metropolitan county needs are identified and met and that include representation from multiple counties. Participate in community projects and workgroups and work with community social service agencies to identify and address the needs of the FCDJFS constituency. Coordinate participation in community outreach activities. Field and ensure resolution of escalated customer service complaints and issues that cannot be decided at a worker, supervisor or assistant level. Perform root cause analysis of customer service deficiencies (including SharePoint tickets, CAC calls, and customer complaints) resulting in identified: training needs for individuals and groups (including customer service, writing skills and soft skills), staff who habitually provide poor case management or customer service, recommendations for continuous improvement in agency customer service (including processes, organizational structure and CRM software enhancements). Champion initiatives to improve customer service and deliver on value propositions. Develop a coordinated customer resolution process in cooperation with internal and external stakeholders. Represent the customer experience and perspective in all major agency initiatives. Establish formalized intra-agency communication to support the mission, vision, values and strategic initiatives of the department. Review Agency’s human resource policies and practices and establish guidance for staff. Provide programmatic leadership for improvement of services. Work closely with staff, make observations, create an atmosphere conducive to working and make utilization of resources available. Provide environment and opportunities for staff to participate in providing input to department and operational needs. Evaluate statistical data from daily, weekly, monthly, quarterly and annual reports relative to individual and unit performance within agency call center, centralized mailroom and external relations (Ombudsmen) operations.

Attend meetings with agency senior staff to coordinate on agency policy, process, and projects. Responsible for collaboration and coordination with other center directors and service organizations to achieve maximum program effectiveness, establish and maintain positive working relationships with other service providers. Engage customers and community partners to measure satisfaction and trust (feedback obtained through a variety of means, including surveys and focus groups). Conduct meetings with management team within the department. Work cooperatively with all divisions in recruitment, selection and assignment of staff. Responsible for handling routine personnel matters, interview and make recommendations for selection of applicants for vacant positions and promotions, complete performance evaluations and make assignments of personnel duties and responsibilities. Administer staff conferences and discipline. Coordinate training of new staff, efforts to improve agency-wide performance, and regional training. Assure staff receives the necessary

training in a timely, professional manner. Review workloads and production reports to distribute work, re-align work expectations and priorities. Review and evaluate staffing levels and workloads. Participates on committees within the agency to standardize performance and define operational requirements throughout the agency.

Recognize unusual or threatening conditions and take appropriate actions in situations where unusual or threatening conditions are encountered. Review and identify correct requirements and serve on internal requests for proposal, or other procurement activities, and review teams. 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; workforce planning; supervision; public relations; human relations; agency policy and procedures; government structure and process; counseling; business. Skill in word-processing; equipment operation. Ability to define problems, collect data, establish facts and draw valid conclusions; comprehend and record figures accurately; add, subtract, multiply and divide whole numbers; calculate fractions, decimals and percentages; use statistical analysis; complete routine forms; maintain accurate records; understand manuals and verbal instructions, technical in nature; prepare meaningful, concise and accurate reports; use proper research methods in gathering data; establish friendly atmosphere as supervisor of work unit; handle sensitive inquiries from and contacts with officials and general public; resolve complaints from angry citizens and 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 management, public administration or related field with seven (7) years of progressively responsible management experience in public administration, business, government or related field.

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, and to act on employee problems.

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