

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

<b>CLASSIFICATION TITLE:</b> Deputy Director Operations	<b>CLASS NUMBER:</b> 90002	<b>FLSA:</b> Exempt
<b>AGENCY/DIVISION:</b> Department of Job & Family Services - Northland	<b>JOB TYPE:</b> Full Time, Classified	<b>PROBATION PERIOD:</b> 180
<b>BARGAINING UNIT:</b> Non-Bargaining	<b>PAY GRADE:</b> N19	<b>POSITION CONTROL #:</b>
<b>POSITION LOCATION:</b> 1721 Northland Park Ave., Columbus, OH 43229	<b>TYPICAL WORK SCHEDULE:</b> Monday – Friday 8:00 AM – 5:00 PM	<b>SUPERVISOR (PCN):</b>
<b>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</b> Management Analyst 2, Policy (100304) (100305)		

**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:**

Responsible for developing policy and workplace expectations relating to the efficient and effective operation of the Call Center, and for monitoring the effectiveness of those policies and expectations. Manage staff that consists of an Administrative Officer, two senior Office Managers, six Case Manager Supervisors, approximately fifty Case Managers, approximately thirty-seven Public Inquiry Assistants, and eleven Clerical Specialists. Lead the activities of the Agency’s Customer Access Center (CAC), which includes a substantial portion of the Agency’s frontline customer services functions via the Call Center. Responsible for six Eligibility Units of the CAC, which includes the management and supervision of two E-gateway Units, four Change Units, and the Call Center. Establish standards and controls for the accountability of all human services programs administered by the CAC. Receive and complete reports, answer questions, realign work, expectations or practices, distribute work, and manage priorities successfully. Review workloads and production. Assist the Assistant Director for Operations in the management of processing cases through the OIES (Ohio Integrated Eligibility System) portal. This new eligibility system for the State of Ohio replaces the current CRIS-E system. Ensure compliance with the directives from the Agency Director or Assistant Directors.

Direct the daily operations of the Customer Access Center. Lead the implementation of new internal policies and procedures within the operationally unique Change Units and E-Gateway Units. Ensure CAC policies and procedures comply with applicable public assistance program requirements. Responsible for changes to program requirements. Lead the implementation of new rules or regulations governing the assistance programs within the CAC. The receipt, dissemination, and monitoring of these applications is managed exclusively by the CAC under the direction of the DDO. Responsible for the management and supervision of the Change Units that implements changes to customer case information or circumstance(s) or via receipt of various State data matches.

Perform an active role in resolving customer complaints that cannot be resolved at the Supervisory level. Investigate complaints regarding poor customer service in the CAC as well as other types of case management complaints within the CAC relating to the handling of a customer’s case. Serve on Agency Committees representing the CAC. Serve as the liaison in executive meetings or other Agency Committees. Review Center’s workplace rules and practices. Establish workplace rules for CAC staff. Work with the Agency Director’s office in completing all HR-related functions for the CAC. Responsible for handling routine personnel matters including interviewing, recommendations on selections, completing performance evaluations, and assignments of personnel duties and responsibilities. Attend meetings, trainings, speaking to the public, conducting training, etc., as required to accomplish assigned responsibilities. 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; work force planning; supervision; public relations; human relations; agency policy and procedures; government structure and process; counseling; interviewing; 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:**

Bachelor's degree in business management, public administration or related field with five (5) years of progressively responsible management experience in public administration, business, government or related field; 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, 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