

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

<u>CLASSIFICATION TITLE:</u> Deputy Director	<u>CLASS NUMBER:</u> 90008.1	<u>FLSA:</u> Exempt
<u>AGENCY/DIVISION:</u> Department of Job & Family Services - Northland	<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> 1721 Northland Park Ave., Columbus, OH 43229	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Assistant Director (930004)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u> Varies		

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:

Organize, supervise, and administer all operational needs of the assigned center, focusing on SNAP, TANF, Medicaid, Publicly Funded Childcare, and PRC programs. This includes overseeing special projects, welfare reform initiatives, and additional means-tested programs contracted through the Department of Human Services. The role combines comprehensive planning and administration of total case management functions, integrating Income Maintenance and Social Services to deliver efficient, holistic services to the community.

This position requires close collaboration with staff to foster a positive work environment and effective resource utilization. By reviewing workload and production, the Deputy Director ensures efficient distribution and alignment of work expectations and priorities. This role is also pivotal in resolving escalated customer service issues, managing challenges that cannot be addressed at worker, supervisor, or assistant levels, and supporting the management team through regular meetings to ensure alignment with the center's objectives. In partnership with all divisions, the Deputy Director participates in recruitment, selection, and assignment processes, as well as overseeing routine personnel matters, performance evaluations, and disciplinary actions as needed.

The Deputy Director serves as a key communicator and liaison, interpreting complex federal and state rules and ensuring policies, practices, and regulatory requirements are clearly understood by staff, customers, and community partners. This involves active participation in state and community projects, workgroups, executive meetings, and community partnerships, representing the center on various boards, councils, and committees. In supporting effective labor relations, the Deputy Director implements union contracts and participates in negotiations when necessary.

A data-driven approach to decision-making is essential in this role, using reports and performance indicators to make informed operational adjustments. The Deputy Director attends executive staff meetings to align on agency policies, processes, and project goals, working collaboratively with other Deputy Directors to maximize program effectiveness. The role also involves building and maintaining positive relationships with service providers, coordinating co-location and collaborative service arrangements to create one-stop service access for program participants, and initiating employment and training service agreements that support participant outcomes.

Franklin County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the county will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Effective Date: _____

Perform all administrative aspects of the center, from opening and closing operations to overseeing security, PFM duties, and emergency on-call responsibilities. This includes addressing unusual or threatening conditions promptly and assisting in the center's initial setup, from layout design with architects to engaging local companies and organizations. Regular attendance and participation in executive meetings, review teams, and community engagement efforts are expected to support agency objectives.

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; employee training and development; 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 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 five (5) 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