

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

<u>CLASSIFICATION TITLE:</u> Management Analyst 2	<u>CLASS NUMBER:</u> 70402	<u>FLSA:</u> Non-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> N16	<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> Deputy Director, (Varies)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the Management Analyst 2 classification is to update and develop procedures for assigned staff, programs and activities while ensuring compliance with federal and state rules.

JOB DUTIES:

Inform executive staff on topics relating to the research, analysis, evaluation, and planning of call center, complaint resolution, and ombudsmen operations. Work independently to provide executives with timely analysis of operational challenges and potential solutions to those challenges. Perform extensive research activities and operational standards. Provide complex analysis and interpretation of operational data. Track, analyze, and report on performance measures. Use automatic call distribution (ACD) reports. Collect, compile, and evaluate data related to agency benefit programs. Analyze and report on historical data and trends as well as developing forecasts. Manage the scheduling process, call queues, and intraday staffing levels. Monitor real-time ACD agent work-state reports. Use reports to aid in managing workloads and establishing department priorities. Initiate system updates when changes are necessary (i.e. compass forms, content manager, compass appointments, compass pilot). Participate as a team member for all customer service internal and external program audits, gathering and providing documentation. Update policy and procedures for agency public folders to ensure staff have the materials necessary for accurate job performance. Provide updates to agency executives, as requested.

Lead weekly staffing-level review meetings with management and provide intra-day analysis detailing previous and current work-week's performance as well as forecasted performance, while identifying risks and notifying management. Generate long and short-term forecasts. Provide measurement and analysis of operational key performance indicators. Track and review call center/ombudsmen reporting noting individual statistics and trends for purposes of performance measurement and improvement. Prepare daily/weekly/monthly and ad hoc reports and distribute to management.

Coordinate the development of policies and procedures with respect to one or more of the following program areas: Ohio Works First, food assistance, Medicaid, childcare, contracts, etc. Review administrative rules and other policies proposed at the federal, state and local level. Communicate real and potential changes to regulations affecting programs administered by the agency. Record and report on findings as necessary. Participate in the implementation of OIES system use, where applicable. Provide impact analysis regarding the implementation of new state systems, as needed. Advise management regarding operational compliance efforts pertaining to federal, state, and local program benefit rules.

Attend trainings, conferences, video conferences, sessions, and workshops in order to stay up-date on changes in program policies. 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 human relations; agency policy and procedures. Skill in word processing; equipment operation. Ability to define problems, collect data, establish facts and draw valid conclusions; read and record figures accurately; comprehend and record figures accurately; add, subtract, multiply and divide whole numbers; calculate fractions, decimals and percentages; use statistical analysis; read simple sentences with common vocabulary; comprehend simple sentences with common vocabulary; copy material accurately and recognize grammatical and spelling errors; complete routine forms; maintain accurate records; prepare meaningful, concise and accurate reports; use proper research methods in gathering data; work alone on most tasks; cooperate with coworkers on group

projects; handle sensitive inquiries from contacts with officials and general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Bachelor's degree in business administration, public administration, or related field with three (3) years of business or public administration, or related experience; or any equivalent combination of training and experience.

Additional Requirements

Must meet background check requirements.

Supervisory Responsibilities

None required.

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