

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

<u>CLASSIFICATION TITLE:</u> Office Manager 2	<u>CLASS NUMBER:</u> 10204	<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> N12	<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 CS (108110)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u> Customer Service Assistant (Varies)		

CLASSIFICATION PURPOSE:

The primary purpose of the Office Manager 2 classification is to manage and supervise an assigned support staff to ensure that the overall expectations of the agency and assigned area are met and maintained on a daily basis while providing exemplary customer service to external and internal customers.

JOB DUTIES:

Responsible for supervision and management of assigned staff within the call center to ensure that daily and monthly performance metric goals are being met. Responsible for the daily operations of the call center. Responsible to ensure that customer service assistants are in compliance with all relevant FCDJFS policies, including attendance and dress code. Responsible for participating in interviews, administering performance evaluations and disciplinary actions of customer service assistants.

Responsible for daily live monitoring of agent calls, and weekly quality assurance monitoring and coaching of customer service assistants. Responsible for the generation and management of daily, weekly, and monthly reporting for each customer service assistant within their team or the call center. Maintain accurate records, gather and analyze relevant data including preparation and review of automatic call distribution reports.

Provide initial and ongoing training to the unit staff on agency policies and procedures, federal and state regulations and requirements as they relate to general questions regarding employment assessment, determining and re-determining eligibility for financial, medical, food stamps, emergency, child care assistance and other services in compliance with federal and state regulation. Attend on-going training both internally and externally as required to ensure that program information is communicated in the most accurate and comprehensive manner.

Provide weekly and monthly updates and recommendations to maximize service. Serve as liaison between call center and customers, agency departments, and other groups. Participate in special projects or fulfill special assignments as directed. 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 inventory control; management; employee training and development; supervision; office management, agency policy and procedures. Skill in word processing; typing; equipment operation. Ability to reasoning define problems, collect data, establish facts and draw valid conclusions; maintain accurate records; use proper research methods in gathering data; gather, collate and classify information about data, people or things; cooperate with coworkers on group projects; answer routine telephone inquiries from public; handle sensitive inquiries from and contacts with officials and general public; resolve complaints from angry citizens and government official.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Associate's degree in business administration or related field with three (3) years office administration or clerical experience; 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, 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