

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

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| <b><u>CLASSIFICATION TITLE:</u></b><br>Office Manager 2  | <b><u>CLASS NUMBER:</u></b><br>10204                                      | <b><u>FLSA:</u></b><br>Non-Exempt                           |
| <b><u>AGENCY/DIVISION:</u></b><br>Department of Job & Family Services - West   | <b><u>JOB TYPE:</u></b><br>Full Time, Classified                          | <b><u>PROBATION PERIOD:</u></b><br>180                      |
| <b><u>BARGAINING UNIT:</u></b><br>Non-Bargaining   | <b><u>PAY GRADE:</u></b><br>N12   | <b><u>POSITION CONTROL #:</u></b><br>107040                 |
| <b><u>POSITION LOCATION:</u></b><br>314 N Wilson Rd, Columbus, OH 43204  | <b><u>TYPICAL WORK SCHEDULE:</u></b><br>Monday – Friday 8:00 AM – 5:00 PM | <b><u>SUPERVISOR (PCN):</u></b><br>Center Director (105000) |
| <b><u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u></b><br>Customer Service Assistant (107141) (107142) (107143) (107144) (107145) |   |   |

**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:**

Directly supervise Transportation Unit staff. Assign work to include determining non-emergency transportation (NET), Title XX, Pregnancy Related Services (PRS), and employment transportation eligibility, and the scheduling of cab and bus transportation for NET, Title XX, PRS, employment, and LEAP customers. Randomly review cases to ensure accurate program eligibility determination. Monitor phone calls to ensure calls are answered quickly, customers are treated in a professional manner, and customers are given correct information. Reconcile provider invoices. Assist with agency NET plan, which is filed with ODJFS. Reviews transportation provider ITB and makes recommendations. Directly supervise Tracking and Referral Unit staff. Assign daily work, including hospital application CRIS-E registration, routing managed care newborn information, completing CMHA and Section 8 housing verification requests, and completing FCBDD income verification requests. Provide staff training. Evaluate unit policies and procedures to improve efficiencies and unit production levels and recommends changes.

Investigate customer and vendor complaints. Work with contracted transportation providers to ensure customers are transported to their medical appointments, employment location, or school as requested. Coordinate out of county transports when medical treatment is unavailable in Franklin Co. Conduct meetings and provides information to agency staff and external customers. Approve time sheets and requests for leave.

Conduct employment interviews and make recommendation for hire. Evaluate worker performance during probationary period and completes semi-annual and annual performance appraisals. Hold unit meetings and attends agency and/or external meetings and training sessions. Hold conferences and administers progressive discipline. Compile weekly/monthly statistical reports.

Answer inquiries from other Agency employees, customers, general public, community organizations and government agencies. Review and respond to customer service complaints. Participate in internal and external committees as assigned. 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. Skills in 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:**

Any equivalent combination of relevant training and experience including but not limited to: Associate's degree in business administration or related field with three (3) years office administration or clerical 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