

**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> 103020
<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> Case Manager Supv (103050)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u> Customer Service Assistant (103023) (103024) (103025) (103028)		

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:

Provide direct supervision to clerical support personnel including training staff, assigning tasks, monitoring task completion and quality of work, evaluating staff performance, developing corrective action plans, develop performance expectations and key job functions for unit staff, develop annual staff professional development plans. Develop, implement, and monitor necessary procedures to accomplish the work of the clerical support unit including, all Reception Desk routing and assignment of center visitors, maintaining case record filing system ensuring integrity of audit trails, scheduling appointments, sending out client correspondences, develop and maintain a process to manage and track unit production data. Responsible for meeting agency call handling expectations, sorting and distributing all entered mail and faxes, ordering and distributing all office supplies and forms, receiving and accounting for monthly pay-ins from participants.

Comply and evaluate unit operating reports to monitor worker performance and assist in determining appropriate staffing levels. Conduct individual worker conferences and group meetings to instruct and share information. Identify problems and determine solutions. Make recommendations on hiring, issuing discipline including termination of employment. Provide supervision and training to Work Experience Program (WEP) participants. Prepare weekly and monthly reports and performance evaluations. Maintain adequate inventory of office supplies and work forms. Provide direct customer service through the centralized phone information system. 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