

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

<u>CLASSIFICATION TITLE:</u> Client Analyst Supervisor	<u>CLASS NUMBER:</u> 70301.1	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Justice Policy and Programs	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> 180
<u>BARGAINING UNIT:</u> Non-Bargaining	<u>PAY GRADE:</u> N9	<u>POSITION CONTROL #:</u> 131005
<u>POSITION LOCATION:</u> 373 S. High St., 25 th Fl., Columbus, Ohio 43215	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Deputy Director, Survivor Svcs (130001)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u> Client Analyst (131006) (131007)		

CLASSIFICATION PURPOSE:

The primary purpose of the Client Analyst Supervisor classification is to provide supervision and oversight to assigned unit and Guardian ad Litem (GAL) volunteers.

JOB DUTIES:

Supervise a unit of client analysts and GAL volunteers to ensure effective customer service, accurate reporting, and other services are in compliance with applicable laws, regulations, and procedures. Provide interpretation and clarification to unit staff and GAL volunteers as needed. Assign and monitor work completed by staff and GAL volunteers for accuracy. Document ongoing cases and volunteer supervision issues. Consult with staff attorneys and the volunteer administrator regarding the client analysts and GAL volunteers' performance. Review volunteers' monthly reports and offer feedback. Conduct follow ups with GAL volunteers regarding missing updates and reports. Participate in case conference meetings with management, staff, and GAL volunteers whenever necessary. Administer progressive discipline to include recommendation of suspensions and/or removals. Consistently review and evaluate staffing levels and redistribute workloads.

Provide additional Guardian ad Litem support as needed. Refer all legal matters to the agency staff attorney. Maintain related documentation and reports as required by local, state and federal guidelines. Gather statistical information regarding work activities. Attend conferences, workshops, management meetings, and trainings as required. 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 (child abuse, neglect, drug & alcohol dependency, domestic violence, and mental health issues); agency policy and procedures; counseling; interviewing; electronic data processing. Skill in word processing; dictation; equipment operation. Ability to define problems, collect data, establish facts and draw valid conclusions; add, subtract, multiply and divide whole numbers; comprehend short sentences with basic, concrete vocabulary; comprehend simple sentences with common vocabulary; maintain accurate records; transcribe dictation, make appointments; work alone on most tasks; 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 officials.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Any equivalent combination of relevant training and experience including but not limited to: Bachelor's degree in management, project management, social work or related field with two (2) years of experience in volunteer management or related field.

Additional Requirements

Must maintain a valid Ohio driver's license. Must meet background check requirements.

Supervisory Responsibilities

Ability to assign, review, plan, and coordinate the work of other employees, to provide instruction to other employees, to maintain department standards, to recommend the discipline or discharge of other employees, to act on employee problems, and to recommend

and approve the transfer or promotion of other employees.

UNUSUAL WORKING CONDITIONS:

This position requires periodic evening and weekend hours and conducting home visits.

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