

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

<u>CLASSIFICATION TITLE:</u> Client Analyst	<u>CLASS NUMBER:</u> 70301	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Justice Policy and Programs	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> New Hire: 180 Days Promotion: 180 Days
<u>BARGAINING UNIT:</u> Non-Bargaining	<u>PAY GRADE:</u> N6	<u>POSITION CONTROL #:</u> Varies
<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> Client Analyst Supervisor (131005)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the Client Analyst classification is to serve as the primary point of contact for volunteer Guardians ad Litem’s by managing cases and supervising assigned volunteers.

JOB DUTIES:

Ensure agency standards of operation, procedures, and protocols are followed in each Guardian ad Litem case. Document ongoing cases and volunteer supervision issues. Review volunteers’ monthly reports and offer feedback, including requests for additional information, to the volunteer. Provide monthly updates to the appropriate data entry staff member; update the visit audit spreadsheet; and provide coaching to the volunteer. Perform home visits as needed to support the volunteer. Provide additional Guardian ad Litem support as needed. Refer all legal matters to the agency staff attorney. Maintain physical case binders and prepare and submit Volunteer Assignment Requests (VAR) as needed.

Consult with the agency staff attorney and client analyst supervisor regarding the resignation or reassignment of a volunteer or any case requesting a “Staff as Guardian ad Litem” approval.

Maintain related documentation and reports as required by local, state and federal guidelines. Gather statistical information regarding work activities. Maintain contact logs. Document all work activities in case files. Attend conferences, workshops, and training, 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; 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:

Bachelor’s degree in management, project management, social work or related field; or any four (4) year combination of related training and experience.

Additional Requirements

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

Supervisory Responsibilities

None required.

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