

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

<u>CLASSIFICATION TITLE:</u> Administrative Officer	<u>CLASS NUMBER:</u> 10256	<u>FLSA:</u> Exempt
<u>AGENCY/DIVISION:</u> Office on Aging	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> 180
<u>BARGAINING UNIT:</u> Non-Bargaining	<u>PAY GRADE:</u> N17	<u>POSITION CONTROL #:</u> Varies
<u>POSITION LOCATION:</u> 280 E. Broad St., 3rd FL., Columbus, OH 43215	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Social Program Administrator 2 (110033)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u> Case Manager Supervisors (PCN Varies)		

CLASSIFICATION PURPOSE:

The primary purpose of the Administrative Officer classification is to assist in the administration and coordination of assigned area; and supervise and direct activities of the assigned clerical support area.

JOB DUTIES:

Establish policies and protocols for use in the daily operations of the program through discussions at the administrative, supervisory, and case manager staff levels. Provide supervision and leadership to assigned staff. Serve as a liaison to the Data Center regarding telephone issues. Serve as a liaison with Adult Protective Services and Caregiver Support/ Kinship departments for joint client cases. Manage clinical client needs; be point of contact for client case consults, complaints forwarded from BOC, and client appeals. Work closely with Workforce Administrator on employee hiring, resignation, FMLA and orientation. Supervise and work with case managers in the absence of the assigned Case Manager Supervisor. Provide direction to staff members as required or requested by reviewing client records. Communicate with clients and family members when conflicts arise. Develop and use reports from telephone system and communicate results. Stress the importance of consistency by developing reports and other tools to help achieve the goal. Develop and maintain good working relationships with administrative staff. Establish and maintain good communication to ensure smooth transitions and understanding regarding client issues. Perform hiring process for vacant positions. Prepare agendas and lead monthly meetings. Ensure compliance with federal and state laws, regulations, rules, standards, and guidelines.

Establish materials, policies, procedures, coordinate on-site review, recruit members, plan agenda and lead in with Alliance of Information and Referral Systems professionals. Serve as liaison on resource database development and maintenance. Attend meetings and participate in special project committees. Review and evaluate staffing levels. Evaluate and redistribute workloads. Monitor reports, track delinquencies, and devise means to reduce delinquencies. Maintain materials for audit purposes. Review customer service complaint reports and makes recommendation for corrective action.

Work to ensure continuation of funding for the program by assisting in the coordination of activities throughout the five (5) year cycle including reporting, community involvement, and fundraising. Serve as agency representative on boards. Maintain community contacts with providers, businesses, and university leaders. Guide activities to ensure that policies regarding interpreters are understood and followed. Recruit members, plan agenda, and lead assigned committees. 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 management; supervision; public relations; human relations; agency policy and procedures; government structure and process. Skill in word processing; equipment operations. Ability to define problems, collect data, establish facts and draw valid conclusions; use statistical analysis; prepare meaningful, concise and accurate reports, use proper research methods in gathering data; cooperate with coworkers on group projects; establish friendly atmosphere as supervisor of work unit; handle sensitive inquiries from and contact with officials and general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

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

Additional Requirements

No special license or certification required.

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, and to act on employee problems, to recommend and approve the transfer, promotion, or salary increase of other employees.

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