

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

<u>CLASSIFICATION TITLE:</u> Assistant Director, Operations	<u>CLASS NUMBER:</u> 90012.3	<u>FLSA:</u> Exempt
<u>AGENCY/DIVISION:</u> Office on Aging	<u>JOB TYPE:</u> Full Time, Unclassified	<u>PROBATION PERIOD:</u> N/A
<u>BARGAINING UNIT:</u> Non-Bargaining	<u>PAY GRADE:</u> N21	<u>POSITION CONTROL #:</u> 110102
<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> Director (110001)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u> Social Program Administrator 2 (110033)		

CLASSIFICATION PURPOSE:

The primary purpose of the Assistant Director classification is to assist department director with formulating policy and establishing operational procedures. Responsible for the oversight of non-administrative operations. Assist in the preparing of department budget. Supervise one or more department sections or divisions. Represent department and/or director at various functions. Act for department director in their absence.

JOB DUTIES:

Assist in the overall administration of the Office on Aging. Assist in the development of agency policies and programs that serve the vulnerable elderly. Help establish priorities. Provide guidance, direction and expertise to agency management team and staff. Assist with complex/problem situations, provides administrative and technical expertise, particularly in the areas of program operations, and mission based services. Define and measure productivity and consistent practices. Identify improved business metrics to measure utilization, productivity and cost of doing business. Serve as an agent of change. Increase and link productivity results and performance accountabilities of case management staff.

Oversee the agency’s operations, which include internal processes, program requirements and development, operational productivity, implementation of best practices, updating and utilizing necessary technology, including but not limited “Q Continuum” and “Enterprise Case Management System (ECM)”, public information and outreach efforts. Attend meetings, prepare presentations, reports and analyze data.

Assign and review work, evaluate performance, conduct corrective action conferences, and recommend and administer disciplinary action. Assist the director in evaluating and monitoring current agency operations and programs and developing new and revised programs. Review all state and federal regulations to ensure that all areas of the agency are in compliance.

Supervise assigned staff. Work with the Director, Chief Officer, and Assistant Director of Administration to improve operations and further the goals of the agency. 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; labor relations; work force planning; human resources development; supervision; public relations; human relations; office management; agency policy and procedures; government structure and process. Skill in equipment operation; law. Ability to recognize unusual or threatening conditions and take appropriate action; apply principles to solve practical everyday problems; deal with variety of variables in somewhat unfamiliar context; interpret variety of instructions in written, oral, picture, or schedule form; define problems, collect data, establish facts and draw valid conclusions; interpret extensive variety of technical material in books, journals and manuals; deal with some abstract but mostly concrete variables; comprehend and record figures accurately; calculate fractions, decimals and percentages; use statistical analysis; recognize safety warnings; comprehend simple sentences with common vocabulary; copy material accurately and recognize grammatical and spelling errors; maintain accurate records; make appointments; understand manuals and verbal instructions, technical in nature; prepare meaningful, concise and accurate reports; use proper research methods in gathering data; cooperate with coworkers on group projects; establish friendly atmosphere as supervisor or work unit; handle sensitive inquiries from and contacts with officials and general public; establish friendly atmosphere as division or large section chief; resolve complaints from angry citizens and governmental officials.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Any equivalent combination of relevant training and experience including but not limited to: Bachelor’s degree in a social service or

related field with five (5) years of progressive management or related experience; with a minimum of two (2) years supervisory experience.

Additional Requirements

Must maintain a valid Ohio driver's license. LISW or Lean Six Sigma certification preferred.

Supervisory Responsibilities

Ability to function in a managerial capacity for one or more department sections or divisions. Includes the ability to make decisions on procedural and technical levels.

UNUSUAL WORKING CONDITIONS:

This is an unclassified position that serves at the pleasure of the Board of Commissioners.

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