

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

<u>CLASSIFICATION TITLE:</u> Clerical Supervisor	<u>CLASS NUMBER:</u> 10017	<u>FLSA:</u> Non-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> N8	<u>POSITION CONTROL #:</u> 111300
<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> Assistant Director, Admin (112000)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u> Client Data Technician (111301) Client Data Technician (111303)		

CLASSIFICATION PURPOSE:

The primary purpose of the Clerical Supervisor classification is to manage activities and workflow of assigned staff.

JOB DUTIES:

Manage activities and workflow of assigned staff. Update online office schedule throughout the day. Ensure referrals are entered into computer system or directed to the appropriate case manager. Provide customer service to walk-ins and via incoming telephone calls. Assign clients to case managers.

Track the count of new clients and transfers. Monitor and inform staff of customer service issues. Cover the front desk and telephones, as needed. Monitor paperwork traffic and the picked up and distribution of mail. Oversee incoming fax referrals and ensure electronic mail is sent to appropriate staff member. Track progress of referrals. Monitor status of referral and ensures referrals are assessed in a timely manner. Develop letters and forms.

Accept payments from clients, case managers, or family members. Forward payments to the fiscal department. Manage offsite storage of files. Make copies of papers when necessary. Prepare and develop guidelines and procedures for clerical staff. Conduct interviews for vacant clerical positions and staff evaluations at the end of the year.

Train current staff on new procedures and new employees on the processes of the job. Delegate training/shadowing of new employees to other staff. Oversee the copy room and equipment. Update information in case management system from obituaries for deceased clients. 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 supervision; public relations; human relations; office management; office practices and procedures; agency policy and procedures; interviewing. Skill in word processing; equipment operation. Ability to carry out detailed but basic written or oral instructions; read and record figures accurately; copy records precisely without error; complete routine forms; maintain accurate records; interview job applicants effectively; prepare meaningful concise and accurate reports; use proper research methods in gathering data; gather collate and classify information about data, people, or things; answer routine telephone inquiries from public; establish friendly atmosphere as supervisor of work unit; handle sensitive inquiries from and contact with officials and general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School diploma or GED with three (3) years of office administration or clerical experience; or any equivalent combination of training and experience.

Additional Requirements

No special license or certification is required.

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, to recommend and approve 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