



Franklin County
Department of Job & Family Services
1721 Northland Park Ave.
Columbus, Ohio 43229

J O B A N N O U N C E M E N T

POSITION TITLE: Office Manager 2 (Non-Bargaining) **PCN:** 108120

DEPARTMENT/LOCATION: Call Center Northland **P.R.:** N12

REPORTS TO: Administrative Officer

RESPONSIBILITIES: Provide direct supervision and management of Public Inquiry staff within the Call Center and other customer service staff. Train staff on agency policies and procedures, federal and state regulations and requirements as they relate to general questions regarding employment assessment, determining and re-determining eligibility for financial, medical, food stamps, emergency, and child care assistance. Assign tasks, monitor task completion and quality of work, evaluate staff performance, and develop corrective action plans. Make recommendations on hiring and disciplinary actions. Organize, plan, attend and/or conduct meetings. Approve timesheets, leave forms and requests. Investigate problem situations. Determine resources necessary to accomplish unit objectives while also monitoring necessary procedures to accomplish work goals of the clerical support team. Complete and evaluate unit operating reports to monitor worker performance and assist in determining appropriate staffing levels. Conduct individual worker conferences and group meetings to instruct and share information.

MINIMUM QUALIFICATIONS: Associate’s degree in Business Administration or related field with three (3) years office administration or clerical experience; or any equivalent combination of training and experience.

STARTING SALARY: \$20.34 per hour plus a Comprehensive Benefits Package
180 day probationary period

DATE POSTED: Thursday, November 2, 2017

DEADLINE TO APPLY: Thursday, November 16, 2017

If interested and to apply on-line, please go to:
<http://hr-boc.franklincountyohio.gov/job-openings/current-jobs.cfm>