

# County Council of Cuyahoga County, Ohio

## Resolution No. R2017-0123

Sponsored by: <b>Councilmember Brown on behalf of Cuyahoga County Personnel Review Commission</b>	<b>A Resolution</b> adopting various changes to the Cuyahoga County Non-bargaining Classification Plan, and declaring the necessity that this Resolution become immediately effective.
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WHEREAS, Section 9.03 of the Charter of Cuyahoga County states that the Cuyahoga County Personnel Review Commission shall administer a clear, countywide classification and salary administration system for technical, specialist, administrative and clerical functions with a limited number of broad pay ranges within each classification; and,

WHEREAS, Section 2.01 of the Cuyahoga County Personnel Policies and Procedures Manual (Ordinances No. O2011-0015 and O2011-0028) states that the employment of all classified County employees is subject to the provisions of the Ohio Revised Code, the Ohio Administrative Code, the Cuyahoga County Administrative Rules and the Policies and Procedures Manual; and

WHEREAS, the Personnel Review Commission submitted several proposed changes to the Cuyahoga County Non-bargaining Classification Plan; and

WHEREAS, the Personnel Review Commission considered this matter and has undergone significant review, evaluation and modification of such submitted changes to the Cuyahoga County Non-bargaining Classification Plan; and

WHEREAS, on June 21, 2017, the Personnel Review Commission met and recommended the classification changes (attached hereto as Exhibits A through M) and recommends to County Council the formal adoption and implementation of the attached changes; and

WHEREAS, it is necessary that this Resolution become immediately effective in order that critical services provided by Cuyahoga County can continue and to provide for the usual, daily operation of a County entity.

**NOW, THEREFORE, BE IT RESOLVED BY THE COUNTY COUNCIL OF CUYAHOGA COUNTY, OHIO:**

**SECTION 1.** That the Cuyahoga County Council hereby adopts the following changes to the Cuyahoga County Non-bargaining Classification Plan:

Modification of the following Classifications: (See Attached Classification Specifications)

Proposed Revised Classifications:

Exhibit A: Class Title: *Help Desk Technician Supervisor*  
Class Number: 1053152  
Pay Grade: 10B  
\*Revised essential job functions to better reflect the current duties; updated specification to new format to include distinguishing characteristics, FLSA status and percentages of time for essential functions; pay grade changed from PG 11 on Schedule A to PG 10 on Schedule B and moved to IT.

Exhibit B: Class Title: *Permit Clerk*  
Class Number: 1011131  
Pay Grade: 3  
\*Revised essential job functions to better reflect current duties; updated specification to new format to include distinguishing characteristics, FLSA status and percentages of time for essential functions.

Exhibit C: Class Title: *Senior Assessment Specialist*  
Class Number: 1056232  
Pay Grade: 9  
\* Revised essential job functions to better reflect current duties; updated specification to new format to include distinguishing characteristics, FLSA status and percentages of time for essential functions.

Proposed New Classifications:

Exhibit D: Class Title: *Advocacy Coordinator*  
Class Number: 1013511  
Pay Grade: 10

Exhibit E: Class Title: *Business Analytics and  
Project Management Specialist*  
Class Number: 1053731  
Pay Grade: 12

Exhibit F: Class Title: *Child Health Specialist*  
Class Number: 1056261  
Pay Grade: 9

Exhibit G: Class Title: *Contract Analyst*  
Class Number: 1022131  
Pay Grade: 8

Exhibit H: Class Title: *Employee Services Specialist*  
Class Number: 1011311  
Pay Grade: 4

Exhibit I: Class Title: *Fraud Auditor*  
Class Number: 1022111  
Pay Grade: 9

Exhibit J: Class Title: *Graphic Design Specialist*  
Class Number: 1053431  
Pay Grade: 9

Exhibit K: Class Title: *State Hearing Manager*  
Class Number: 1056531  
Pay Grade: 11

Exhibit L: Class Title: *Talent Advisor*  
Class Number: 1055261  
Pay Grade: 9

Proposed Deleted Classification:

Exhibit M: Class Title: *Housing Manager*  
Class Number: 1021315  
Pay Grade: 15

**SECTION 2.** It is necessary that this Resolution become immediately effective for the usual daily operation of the County; the preservation of public peace, health, or safety in the County; and any additional reasons set forth in the preamble. Provided that this Resolution receives the affirmative vote of at least eight members of Council, it shall take effect and be in force immediately upon the earliest occurrence of any of the following: (1) its approval by the County Executive through signature, (2) the expiration of the time during which it may be disapproved by the County Executive under Section 3.10(6) of the Cuyahoga County Charter, or (3) its passage by at least eight members of Council after disapproval pursuant to Section 3.10(7) of the Cuyahoga County Charter. Otherwise, it shall take effect and be in force from and after the earliest period allowed by law.

**SECTION 3.** It is found and determined that all formal actions of this Council relating to the adoption of this Resolution were adopted in an open meeting of the Council, and that all deliberations of this Council and of any of its committees that

resulted in such formal action were in meetings open to the public, in compliance with all legal requirements, including Section 121.22 of the Ohio Revised Code.

On a motion by Ms. Brown, seconded by Mr. Miller, the foregoing Resolution was duly adopted.

Yeas: Miller, Tuma, Gallagher, Schron, Conwell, Jones, Brown, Hairston, Simon, Baker and Brady

Nays: None

\_\_\_\_\_  
County Council President

\_\_\_\_\_  
Date

*Annmarie Buish*

7/25/2017

\_\_\_\_\_  
County Executive

\_\_\_\_\_  
Date

\_\_\_\_\_  
Clerk of Council

\_\_\_\_\_  
Date

First Reading/Referred to Committee: July 11, 2017

Committee(s) Assigned: Human Resources, Appointments & Equity

Journal CC027

July 25, 2017

[Clerk's Note: Electronic signature affixed in accordance with Cuyahoga County Code Chapter 110]

## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	IT Service Desk Supervisor	<b>Class Number:</b>	1053152
<b>FLSA:</b>	Non-Exempt	<b>Pay Grade:</b>	10B
<b>Dept:</b>	Information Technology		

### Classification Function

The purpose of this classification is to supervise and coordinate activities of service desk/help desk personnel.

### Distinguishing Characteristics

This is a first-level supervisor classification that is responsible for supervising and coordinating activities of service desk/help desk personnel. This class works under direction from the Infrastructure and Operations Administrator. The employee in this class is expected to exercise discretion in applying general goal or policy statements and resolving organizational and service delivery problems.

### Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 35% +/- 10%
- Supervises service desk/help desk employees; establishes schedules; assigns tasks and projects; reviews progress and completed work assignments; responds to employee problems; provides support and direction for administrative issues and IT initiatives; evaluates employee performance; interviews and recommends employees for hiring and promotion; recommends disciplinary and discharge procedures; develops and coordinates staff trainings.
- 35% +/- 10%
- Monitors ticketing system and follows up with assigned personnel to ensure timely resolution to problems; addresses and troubleshoots issues related to all desktop technologies; creates user accounts and manages access control based on departmental policies; creates project plans encompassing project tasks and deliverables.
- 20% +/- 10%
- Gathers and analyses metrics to benchmark the service desk workload and performance; enforces quality service guidelines for dealing with customers, completing services, and overall customer satisfaction; provides expert insight into general support issues; analyzes and identifies trends in issue reporting; devises preventative solutions; suggests new policies, procedures, and process improvements.
- 10% +/- 5%
- Performs related administrative duties; attends meetings and trainings; responds to questions and complaints; responds to requests for information; composes correspondence.

### Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor's degree in computer science or related field with three (3) years of help desk experience; or any equivalent combination of training and experience.

### Additional Requirements for all levels

No special license or certification is required.

## **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

### **Physical Requirements**

- Ability to operate a variety of automated office machines including computer and copier.

### **Supervisory Responsibilities**

- Ability to assign, review, plan and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction and training to other employees.
- Ability to solve and act on employee problems.
- Ability to recommend the transfer, selection, evaluating, or promotion of employees.
- Ability to recommend and act on the discipline or discharge of employees.

### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals and percentages.

### **Language Ability & Interpersonal Communication**

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including status reports, monthly reports, timesheets, email correspondence, quotes, service desk tickets, collective bargaining agreement, security agreements, Work Order Request, Buy In Spreadsheets, Network Relocation Forms, and Incident Reports.
- Ability to comprehend a variety of reference books and manuals including Personnel Policies and Procedures Manual, IT websites, software manuals, hardware manuals, HIPAA, and State Policy Manual.
- Ability to prepare computer generated reports including performance reviews, monthly reports, security agreements, departmental documentation, incident reports, Root Cause Analysis, CSR/TSSP Requests, project plans, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to supervise and counsel employees, to convince and influence others, to record and deliver information, to explain procedures and to follow instructions.
- Ability to use and interpret information technology terminology and language.
- Ability to communicate effectively with supervisors, directors, vendors, internal customers, external customers, direct reports, other County employees, various other agencies, Network Engineers, and the general public.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

*Cuyahoga County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.*

## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Permit Clerk	<b>Class Number:</b>	1011131
<b>FLSA:</b>	Non-Exempt	<b>Pay Grade:</b>	3
<b>Dept:</b>	Public Works		

### Classification Function

The purpose of this classification is to issue sewer connection permits and sewer builder's licenses and to receive and process related payments and fees.

### Distinguishing Characteristics

This is an entry level classification responsible for issuing sewer connection permits and sewer builder's licenses, receiving and processing related payments and fees, and maintaining files and records. This classification works under a framework of defined procedures and regulations. The incumbent ensures that activities are performed in a timely manner and according to policies, procedures, and related regulations.

### Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

50% +/- 10%

- Receives payments for permits, inspection fees, sewer license registrations, and other fees; receives, records, and deposits cash, checks, or other forms of payment; verifies and balances receipts; sends cash, checks, or other forms of payment to banks; sends all receipts, check copies, and additional information to county fiscal department and other departments.

30% +/- 10%

- Issues sewer connection permits and sewer builder's licenses; researches, records, and writes sewer connection permits and sewer builder's licenses; mails out yearly registration renewals; collects references and other required documentation; reviews forms for accuracy; updates records and insurance documentation.

20% +/- 10%

- Performs related administrative responsibilities; prepares various related reports, records, and other documents; responds to emails and phone calls; attends various meetings and trainings; prepares project, inspector, and city files and maintains records; provides state auditor with any records necessary for yearly audit; prepares monthly program activity report; provides information to the public regarding fees, contractor information, and construction projects.

### Minimum Training and Experience Required to Perform Essential Job Functions

- High school diploma or equivalent and one (1) year of clerical experience; or any equivalent combination of training and experience.
- Valid Ohio driver license, proof of automobile insurance, and a reliable vehicle.



## **Additional Requirements for all levels**

No special license or certification is required.

## **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

### **Physical Requirements**

- Ability to operate a variety of automated office machines including computer and copier.

### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals and percentages.

### **Language Ability & Interpersonal Communication**

- Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and problem solve. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.
- Ability to comprehend a variety of informational documents including license applications, sewer plans, bond document for license, certificates of insurance, check registers, deposit slips, billing invoices, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including Personnel Policies and Procedures Manual, Occupational Health and Safety Administration (OSHA) standards, and related county and city rules and regulations.
- Ability to prepare sewer permits, permit reports, license agreements, receipts, activity reports, letters, correspondence, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to follow instructions, to record and deliver information, and to explain procedures.
- Ability to communicate with the supervisor, contractors, outside agencies, other County employees and the general public.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Senior Assessment Specialist	<b>Class Number:</b>	1056232
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	9
<b>Dept:</b>	Senior & Adult Services		

### Classification Function

The purpose of this classification is to provide master's degree level medical social work and mental health assessments to Medicare/Medicaid clients and advocate for clients' medical coverage.

### Distinguishing Characteristics

This is a professional-level classification that works under direction from the Senior Social Services Supervisor and is responsible for providing medical social work and mental health assessments to elderly clients. The employee works within a framework of policies, procedures and regulations. The incumbent ensures that activities are performed in a timely manner and according to policies, procedures and related regulations. This class requires extensive public contact and is responsible for ensuring that customers are provided with appropriate and immediate services in a tactful and diplomatic manner.

### Essential Job Functions

The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- 35% +/- 10%
- Provides master's degree level medical social work and mental health assessments to Medicare/Medicaid clients; conducts medical social work assessments; conducts goal setting and treatment planning with clients; coordinates and mobilizes community resources to maximize client health, adjustment and independent living; motivates clients to discover adaptive strategies and to comply with treatment regimens; facilitates and increases communication between collateral support systems; maintains positive rapport with clients; follows up on client referrals; references medical and psychological diagnostic and assessment manuals to formulate behavioral impressions, sound clinical planning, and interventions; adheres to Medicare/Medicaid protocol.
- 25% +/- 10%
- Advocates with Medicaid, My Care Ohio, and HMO(s) for clients' medical coverage, securing medical supplies and equipment and housing needs; coordinates communication between consumers and Medicaid to ensure agreement regarding redetermination status; coordinates communication between consumers and various agencies in order to secure required documents for redetermination; assists clients and significant others with organizing and providing required documents to Medicaid; corresponds with Western Reserve Area on Aging (WRAAA) regarding updates to clients' Medicaid status; corresponds with WRAAA, medical supply companies, and HMO(s) regarding consumers' medical equipment requirements; educates clients and their significant others about the procurement of medical supplies through Medicaid and My Care Ohio.

25% +/- 10%

- Maintains case records, data and supportive materials; prepares and compiles social histories, summaries, and referrals; prepares progress notes; completes forms and writes reports as required by law or executive order; prepares treatment plans and evaluations according to established federal and state standards; prepares correspondence to families, state, and community agencies.

15% +/- 10%

- Educates clients and professionals about supportive community resources; identifies community agencies and contacts; coordinates communication between consumer and agencies to identify suitable support programs; shares expertise with other staff regarding knowledge of community resources.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

- Master's degree in social work or counseling with three (3) years of counseling experience; or any equivalent combination of training and experience.
- Valid Ohio driver license, proof of automobile insurance, and a reliable vehicle.

### **Additional Requirements for all levels**

- Must hold License of Social Worker (LSW) or License of Professional Counselor (LPC) in the State of Ohio.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computer and copier.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals and percentages and perform routine statistics.

#### **Language Ability & Interpersonal Communication**

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including referral forms, Medicaid application/redetermination, MyCare Ohio, home energy assistance program documents, Annual WRAAA Audit documents, health maintenance organization bill summaries, psychological assessment reports, chemical dependency screening documents, medical reports, correspondence and other reports and records.
- Ability to comprehend a variety of reference books and manuals including diagnostic manuals, psychological assessment manuals, Medicare/Medicaid guidelines, Personnel Policies and Procedures Manual, and the Ohio Revised Code.

## **Senior Assessment Specialist**

- Ability to prepare assessments, treatment plans, case management plans, progress and status reports, correspondence, Medicaid Application/Redetermination, Home Energy Assistance Plans Applications, Durable Power of Attorney/Living Will, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to counsel others, to convince and influence others, to record and deliver information, to explain procedures and to follow instructions.
- Ability to use and interpret counseling, medical and basic legal terminology and language.
- Ability to communicate with clients, families, attorneys, administrators, outside treatment centers, physicians, other social service agencies and the general public.

### **Environmental Adaptability**

- Work is typically performed in an office environment and clients' residences.

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## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Advocacy Coordinator	<b>Class Number:</b>	1013511
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	10
<b>Dept:</b>	Division of Senior and Adult Services		

### Classification Function

The purpose of this classification is to coordinate the Division of Senior and Adult Services' (DSAS) advocacy activities and Advocacy Committee, including activities related to the DSAS Advisory Board.

### Distinguishing Characteristics

This is a professional level classification with responsibility for coordinating the Division of Senior and Adult Services' advocacy activities and Advocacy Committee as well as the DSAS Advisory Board. This position works under the general supervision of the Program Administrator. This classification works within a framework of established policies, procedures, and regulations. The incumbent is expected to work independently and ensure that all activities are performed in a timely manner and according to policies, procedures, and related regulations.

### Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 45% +/- 10%
- Coordinates advocacy activities of the Division of Senior and Adult Services (DSAS); convenes and staffs the Advocacy Committee, Governance Committee, and Community-Based Services Committee; develops annual advocacy priorities; develops project plans and project implementation timelines; works with Advocacy Committee to develop advocacy strategies and monitors progress; leads advocacy presentations on public policy issues at conferences, community public policy groups, and agency staff meetings; works with management, Board Chairs, and Committee Chairs to develop strategies to further senior agenda; develops and maintains relationships with elected officials, public policy groups, and advocacy groups to achieve advocacy priorities.
- 25% +/- 10%
- Coordinates the DSAS Advisory Board; serves as DSAS Administrator liaison to Advisory Board; serves as point of contact with County Executive's office; convenes Advisory Board meetings; prepares meeting agendas for Advisory Board meetings; develops orientation materials, manuals, and protocols for new Board members; evaluates potential members for recommendation to Advisory Board; assists with coordination of Cuyahoga County Senior Services network; creates and reviews Advisory Board's Code of Regulations.
- 15% +/- 10%
- Monitors relevant legislation and analyzes impact; examines legislation affecting seniors at local, state, and federal levels and determines course of action to ensure best outcomes for senior population; researches, analyzes, and monitors impact of policy issues affecting seniors and reports results to senior management, Advisory Board, Community partners, and elected officials.

## **Advocacy Coordinator**

15% +/- 10%

- Provides support to Office on Aging Program Administrator with marketing and project and event planning and implementation; assists with creating agency marketing materials; assists with development of Elder Abuse Awareness Month activities and program content; increases awareness and action for the protection of seniors with disabilities; assists with development, implementation, and evaluation of Senior Center Innovation forums and grants.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

- Bachelor's Degree in public administration, public policy, political science, or related degree and five (5) years of experience in public social service program administration, public policy analysis, legislative policy advocacy, or related field; or any equivalent combination of training and experience.
- Valid Ohio driver license, proof of automobile insurance, and a reliable vehicle.

### **Additional Requirements for all levels**

No special license or certification is required.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computer and copier.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide, and calculate decimals and percentages, and perform routine statistics.

#### **Language Ability & Interpersonal Communication**

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including agendas, meeting minutes, legislation, news service, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including Ohio Administrative Code, Personnel Policies and Procedures Manual, DSAS Policies and Procedures Manual, and Ohio Revised Code.
- Ability to prepare meeting agendas, project plans, monthly reports, advocacy alerts, position papers, correspondence, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to convince and influence others, to record and deliver information, to explain procedures, to follow instructions.

## **Advocacy Coordinator**

- Ability to communicate with supervisors, directors, other county employees, Advisory Board members, Advocacy Committee members, and members of other agencies and committees.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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## UYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Business Analytics and Project Management Specialist	<b>Class Number:</b>	1053731
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	12
<b>Dept:</b>	Human Resources		

### Classification Function

The purpose of this classification is to lead in the identification, development, implementation, continuous improvement, and administration of core Human Resources (HR) metrics.

### Distinguishing Characteristics

This is a journey level classification with the responsibility to identify business requirements for developing HR statistical and analytical reporting and conducting needs analysis for Key Performance Reporting requirements to support HR Operating Plan initiatives. Employees in this class work in collaboration with HR upper management to research, analyze, and administer core HR metrics to support the overall mission of Cuyahoga County. Employees work under general supervision as the incumbent becomes able to independently perform the full range of duties associated with this level.

### Essential Job Functions

The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- 25% +/- 10%
- Leads in the identification, development, implementation, continuous improvement and administration of core HR metrics; provides support to HR function in areas of people metrics, reporting, and advanced and predictive analytics; identifies relevant metrics to determine strategic planning and organization development efforts; produces an actionable HR and line of business dashboard; gives recommendations for implementation of new systems, procedures, or organizational changes to help achieve strategic plans and operational objectives; provides expertise as it relates to best practices in HR.
- 25% +/- 10%
- Extracts, manipulates, synthesizes, compiles, analyzes, and interprets data to support various key HR and organization initiatives; develops predictive systems to identify trends and drive organizational solutions; conducts data-based research to provide solutions to address critical HR issues; establishes processes for model development, validation, and implementation; develops and publishes reports based on research and analyses to communicate findings and implications; creates research and data summary reports for review by executives, managers, and other stakeholders; ensures that use of any data is in compliance with policies, laws, and procedures.
- 25% +/- 10%
- Manages progression of HR analytics and projects while meeting all timelines, objectives, and standards; collaboratively works with managers and decision makers to identify and define project mission and scope and develop project plans and project schedules; creates work plans and oversees administration; monitors and ensures project progress; identifies, tracks, monitors, and communicates all project-related issues; makes necessary adjustments to ensure successful project completion.



## **Business Analytics and Project Management Specialist**

15% +/- 10%

- Collaboratively works with individuals across department to accomplish HR related projects and improve processes; facilitates comprehensive department project integration; coordinates HR teams to achieve operational objectives and department alignment; influences cross functioning discussions and resolves conflicts between departments; ensures consistent communication within department.

10% +/- 5%

- Performs related administrative responsibilities; prepares and maintains various related reports, records, and other documents; responds to emails and phone calls; attends various meetings, conferences, and trainings; serves as department representative on committees; presents information to stakeholders to facilitate project implementation and process improvement.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

- Bachelor's Degree in Human Resources, Human Relations, Labor Relations or related degree and four (4) years of experience in Human Resources, Business Analytics, or related field.
- Valid Ohio driver license, proof of automobile insurance, and a reliable vehicle.

### **Additional Requirements for all levels**

No special license or certification is required.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computer and copier.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide, calculate decimals and percentages, and perform routine and advanced statistics.

#### **Language Ability & Interpersonal Communication**

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including metrics reports, data, statistical reports, charts, graphs, correspondence, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including Personnel Policies and Procedures Manual, Internal Operational Guidelines, Ohio Revised Code, and Federal Employment Laws.
- Ability to prepare project work plans, executive summaries, HR dashboard, reports, charts, graphs, correspondence, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.

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**Business Analytics and Project Management Specialist**

- Ability to convince and influence others, to record and deliver information, to explain procedures, to follow instructions.
- Ability to use and interpret Human Resources terminology and language.
- Ability to communicate with coworkers, management, directors, consultants, other County employees, and members of external agencies and committees.

**Environmental Adaptability**

- Work is typically performed in an office environment.

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## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Child Health Specialist	<b>Class Number:</b>	1056261
<b>FLSA:</b>	Non-Exempt	<b>Pay Grade:</b>	9
<b>Dept:</b>	Children and Family Services		

### Classification Function

The purpose of this classification is to provide support to the Division of Children and Family Services (DCFS) by coordinating healthcare related services for youth in custody.

### Distinguishing Characteristics

This is a journey-level classification that is responsible for providing support to the Division of Children and Family Services (DCFS) by coordinating healthcare related services for youth in custody. The employee works within a framework of policies, procedures and regulations. The incumbent ensures that activities are performed in a timely manner and according to policies, procedures and related regulations.

### Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 30% +/- 10%
- Documents and updates healthcare related information; collects and enters data to complete weekly log for contracted medical provider; collects survey data regarding contracted medical provider services; corresponds with case workers and providers regarding placement information; documents medical record information into Statewide Automated Child Welfare Information System (SACWIS); generates reports regarding child placement and custody termination; assists with processing medical and psychotropic medication requests, logging information and verifying medications.
- 25% +/- 10%
- Completes healthcare related duties; works with outside provider agencies on coordination of services and development of consumer friendly forms and procedures; reconciles Medicaid issues and invoices with outside non-contractual agencies; gathers psychiatric information from prescribing physician; attends psychiatric appointments as needed; serves as liaison between agency and community medical providers; provides case consultations to staff regarding resources, psychotropic medications, and healthcare issues; assists with Health Care Unit initiatives ; provides suggestions and guidance on procedures, data entry and record requests; communicates with caregivers and providers; ensures compliance with OAC standards.
- 15% +/- 10%
- Coordinates second opinion services; gathers and reviews appropriate information and paperwork for submission to contractor; coordinates and monitors second opinion contract with contracted psychiatrists and psychologists; prepares reports for youth eligible for second opinion services; discusses appropriate referrals with coordinating staff.

15% +/- 10%

- Researches, analyzes, and evaluates information to determine impact and/or feasibility of proposed changes in program operations, systems, policies and/or procedures; reviews nationwide best practices regarding child welfare and healthcare related activities and examines implementation for DCFS; contributes to development of policies and procedures; conducts research to improve medical case management program; reviews Requests for Proposals (RFPs) and helps with RFP selection process; prepares statistics, data charts and graphs for Health Care Unit; analyzes data and reports, identifies areas for improvement, and develops recommendations.

15% +/- 10%

- Performs related administrative responsibilities; prepares various reports, records and other documents; responds to emails and phone calls; attends various trainings and meetings; processes medical and psychiatric requests and vouchers; provides oversight and serves as point of contact for Health Care related contracts.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

- Bachelor's degree in social work, healthcare, psychology, child welfare or related field with three (3) years of experience in social work, program administration, physical/mental healthcare or related field; or any equivalent combination of training and experience.
- Valid Ohio driver license, proof of automobile insurance, and a reliable vehicle.

### **Additional Requirements for all levels**

No special license or certification is required.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computer and copier.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide, calculate decimals and percentages, and perform routine statistics.

#### **Language Ability & Interpersonal Communication**

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including medical reports, medication reports, statistical reports, flow charts, invoices, treatment information, contracts and other reports and records.

## Child Health Specialist

- Ability to comprehend a variety of reference books and manuals including Personnel Policies and Procedures Manual, DCFS Policy and Procedures, Ohio Administrative Code, Ohio Revised Code, and Ohio Social Work Board regulations.
- Ability to prepare statistical reports, graphs, charts, basic spreadsheets, logs, correspondence and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret counseling and medical terminology and language.
- Ability to communicate with supervisors, coworkers, customers, consultants, other County employees, contracted providers, and outside agencies.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Employee Services Specialist	<b>Class Number:</b>	1011311
<b>FLSA:</b>	Non-Exempt	<b>Pay Grade:</b>	4
<b>Dept:</b>	Human Resources		

### Classification Function

The purpose of this classification is to provide a variety of data entry and maintenance functions for the Human Resources module of the County's Enterprise Resource Planning (ERP) system.

### Distinguishing Characteristics

This is an entry level classification responsible for working with Human Resources staff to provide a variety of data entry and maintenance functions for the Human Resources module of County's Enterprise Resource Planning (ERP) system. The employee works within a framework of established regulations, policies, and procedures and is expected to use judgment in performing work.

### Essential Job Functions

The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- 55% +/- 10%
- Provides a variety of data entry and maintenance functions for the County's Enterprise Resource Planning (ERP) system; prepares data for system entry by compiling and sorting information; audits information and system entries to ensure that transactions were processed with 100% accuracy and in compliance with established guidelines and procedures; revises incomplete or incorrect information; researches to resolve discrepancies; suggests methods to improve work flows, processes, and procedures; uses established records retention guidelines to purge files to eliminate duplication of data.
- 25% +/- 10%
- Creates and modifies reports to support function and end user needs; researches, reviews, and analyzes the effectiveness and efficiencies of existing reports and reporting procedures; coordinates and prepares for the release of reporting information; works directly with end-users to provide reports and to train on self-service reporting tools; develops, coordinates, distributes, and maintains reporting templates; designs, develops, publishes, and maintains dashboards.
- 10% +/- 5%
- Tests system changes and upgrades by inputting new data and reviewing outputs against test scripts; assists with developing test scripts; secures information by completing data backups; identifies and communicates any concerns related to data breaches and unusual system activity; replies to record requests; maintains logs or records of activities and tasks.
- 5% +/- 2%
- Works with OED & Training to assist in creating and implementing training curriculum for end-users on new and updated ERP solutions; may provide training to other system and/or end-users; serves as key contributor for the development of training schedule, required documentation, and knowledge transfer; works cross-functionally with others to understand new system features or functionalities of the system.
- 5% +/- 2%
- Analyzes and troubleshoots data related issues reported by stakeholders and various end users; works with technical group to assist with performing system maintenance on screen and report creation; works with the System Administrator, administers tests, and deploy patches and new releases to the ERP system; participates in the management of user roles and rights in the ERP system; monitors Audit and security logs; develops solutions to collect, analyze, and report

## **Employee Services Specialist**

project-specific data using a wide range of technologies including but not limited to SQL, MS Access, MS Office, etc.; works and collaborates with stakeholders to develop data management strategies; identifies automation and process improvement ideas and implements; assists in writing and maintaining policies, procedures, etc.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

High school diploma or equivalent and two (2) years of ERP or database management experience; or any equivalent combination of training and experience.

### **Additional Requirements for all levels**

No certificates or licenses required.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computer and copier.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide, calculate decimals and percentages.

#### **Language Ability & Interpersonal Communication**

- Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and problem solve. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.
- Ability to comprehend a variety of informational documents including PAN form, personnel agenda, system generated reports, test scripts, classification plan listing, and project plans.
- Ability to comprehend a variety of reference books and manuals including Personnel Policies and Procedures Manual, Ohio Revised Code, and record retention guidelines.
- Ability to prepare trainings, training schedules, policies and procedures, dashboards, data, logs, reporting templates, correspondence, various reports, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to follow instructions, to record and deliver information, and to explain procedures.
- Ability to use and interpret basic human resources terminology and language.
- Ability to communicate effectively with Human Resources staff, management, other County employees, and the general public.

#### **Environmental Adaptability**

- Work is typically performed in an office environment

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## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Contract Analyst	<b>Class Number:</b>	1022131
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	8
<b>Dept:</b>	All Departments		

### Classification Function

The purpose of this classification is to develop, coordinate, and monitor contract activities for a department.

### Distinguishing Characteristics

This is a journey-level classification that is responsible for developing, modifying, and monitoring contract processing procedures and activities. The incumbent works under the general direction of an administrative supervisor. The employee works within a framework of established regulations, policies, and procedures and is expected to independently exercise judgment in performing work and ensure that the assigned activities are completed in a timely and efficient manner.

### Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

50% +/- 10%

- Processes Requests for Proposals (RFPs), contracts, agreements, and contract amendments for County programs; prepares and processes RFPs, contracts, and agreements for goods and services; advertises RFPs for needed agency services; conducts pre-bid conferences for RFPs; tracks progress of contracts; utilizes electronic agenda management system to request and submit contract amendments; documents contract amendment history; ensures receipt and accuracy of provider or agency required documents; maintains required documentation and records on providers; coordinates with various departments to determine necessary terms and provisions to be included in contracts; analyzes and evaluates information to determine impact and feasibility of proposed project modifications; prepares and reviews contracts to ensure compliance with applicable agency, state, and federal regulations.

20% +/- 10%

- Plans and conducts monitoring duties; completes contract monitoring to evaluate provider performance; produces reports of monitoring findings; analyzes trends and patterns within findings; prepares documents to support monitoring duties; enters review information into appropriate databases; creates reports regarding project status; works with providers to resolve issues or concerns.

10% +/- 5%

- Researches, analyzes, and evaluates existing operations, systems, policies, and procedures to identify areas for improvement; researches current best practices, industry standards, and state and federal rules and regulations; develops new operations, policies, and procedures to improve processes.



## **Contract Analyst**

20% +/- 10%

- Performs related administrative responsibilities; prepares and maintains various related reports, records, and other documents; responds to emails and phone calls; attends various trainings and meetings; develops and updates department procedure manual, procedure timelines, and filing system; communicates with other agencies, departments, and vendors regarding required paperwork, drafts of contracts, contract amendments, funding availability, and insurance coverage; coordinates with other county agencies and/or departments for funding confirmation and legal advice.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

- Bachelor's Degree in public administration, business administration, social sciences, or related field and three (3) years of experience in contract administration, contract compliance, social program analysis, or related field.
- Valid Ohio driver license, proof of automobile insurance, and a reliable vehicle.

### **Additional Requirements for all levels**

No special license or certification is required.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computer and copier.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide, calculate decimals and percentages, and perform routine statistics.

#### **Language Ability & Interpersonal Communication**

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including contracts, contract amendments, contract status reports, certificates of liability insurance, W-9 form, monitoring documents, vendor documents, correspondence, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including Personnel Policies and Procedures Manual, departmental policies and procedures/standard operating procedures, and Ohio Revised Code.
- Ability to prepare monitoring reports, contract updates, project timelines, project justification forms, requests for proposals, project update reports, contract amendments, correspondence, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to convince and influence others, to record and deliver information, to explain procedures, to follow instructions.

## **Contract Analyst**

- Ability to use and interpret legal terminology and language.
- Ability to communicate with supervisors, co-workers, goods and service providers, members of external agencies, and other County employees.

### **Environmental Adaptability**

- Work is typically performed in an office environment and on occasional site visits.

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## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Fraud Auditor	<b>Class Number:</b>	1022111
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	9
<b>Dept:</b>	Health and Human Services		

### Classification Function

The purpose of this classification is to research, analyze, and audit potential fraud, county employee misconduct, or dereliction of duty within County Human Services Departments in compliance with local, state, and federal regulations and guidelines.

### Distinguishing Characteristics

This is a journey-level classification that is responsible for researching and auditing potential fraud, employee misconduct, or dereliction of duty. The employee works within a framework of established regulations, policies, and procedures and is expected to independently exercise judgment in performing work and ensure that the assigned activities are completed in a timely manner and according to policies, procedures, and related regulations.

### Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 75% +/- 10%
- Conducts internal audits and investigations to identify potential fraud and/or possible employee misconduct; researches client, citizen, hotline, and internal complaints; utilizes computer systems to detect and prevent fraud; reviews case history reports for fraud or policy violations; conducts interviews of witnesses, complainants, and subjects; compiles evidence and reports to support investigative findings; analyzes records and documentation, summarizes findings, and makes presentations; makes recommendations for discipline based on conduct and county guidelines; attends and testifies at Human Resource hearings and court proceedings; provides assistance to local, state, and federal law enforcement agencies; provides investigative support during Grand Jury, pretrial, trial, and sentencing proceedings.
- 10% +/- 5%
- Researches, analyzes and evaluates existing operations, systems, policies, and procedures to identify operational deficiencies; makes recommendations to improve operations; researches current best practices and changes in policies and procedures; develops new operations, policies, and procedures for county programs.
- 15% +/- 10%
- Performs related administrative responsibilities; prepares and maintains various related reports, records, and other documents; responds to emails and phone calls; attends various trainings and meetings; maintains case documentation and records; prepares professional memorandums, subpoenas, and case summary reports; meets with assigned prosecutors regarding cases.

### Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's Degree and three (3) years of experience in auditing, investigations, public assistance eligibility determination, or related field; or any equivalent combination of training and experience.
- Valid Ohio driver license, proof of automobile insurance, and a reliable vehicle.

## **Additional Requirements for all levels**

No special license or certification is required.

## **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

### **Physical Requirements**

- Ability to operate a variety of automated office machines including computer and copier.

### **Mathematical Ability**

- Ability to add, subtract, multiply, divide, calculate decimals and percentages, and perform routine statistics.

### **Language Ability & Interpersonal Communication**

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including complaints, referrals, case history transactions, worker history transactions, agendas, legislation, correspondence, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including Personnel Policies and Procedures Manual, CJFS Policies and Procedures Manual, ODJFS Policies and Procedures Manual, and Ohio Revised Code.
- Ability to prepare monthly and annual case summaries, monthly and yearly case charts, case exhibits, prosecutions memorandums, policy proposal memorandums, court case charts, restitution tracking chart, case support documents, memorandums, correspondence, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to convince and influence others, to record and deliver information, to explain procedures, to follow instructions.
- Ability to use and interpret human resource, legal, and medical insurance terminology and language.
- Ability to communicate with clients, supervisors, co-workers, prosecutors, Law Enforcement personnel, program officials, investigators, Inspector General, other County employees, members of external agencies, and the general public.

### **Environmental Adaptability**

- Work is typically performed in an office environment

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## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Graphic Design Specialist	<b>Class Number:</b>	1053431
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	9
<b>Dept:</b>	Communications		

### Classification Function

The purpose of this classification is to design, create, and produce marketing and public relations materials for the Communications Department.

### Distinguishing Characteristics

This is a journey-level classification that is responsible for designing, creating, and producing marketing and public relations materials for the Communications Department. The incumbent exercises discretion in following and ensuring adherence to protocol, procedures, laws, and regulations in the performance of duties.

### Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 80% +/- 10%
- Plans and produces marketing and public relations material for the County; designs and produces marketing and public relations materials including digital news magazine, slideshows, interactive digital signs, brochures, event flyers, posters, signs, digital signs, banners, display boards, mailers, inserts, annual reports, newsletters, presentations, infographics, booklets, pamphlets, and resource guides; develops informational and educational advertisements, campaigns, and materials for presentation to employees and the general public; determines size and arrangement of illustrative material and copy; selects text size and font; designs infographics and layouts for reports and articles; develops graphics and layouts for signs and marketing displays; creates designs, concepts, and sample layouts; draws and prints charts, graphs, illustrations, and other artwork using computer software; proofreads and reviews products to produce high-quality, accurate work; confers with managers, directors, and staff to discuss content, layout, and design; assists managers, directors, and staff with development of collateral marketing material, marketing communication strategies, and special projects; presents finalized ideas, concepts, and projects to managers and directors; coordinates with County print shop and sign shop staff to produce printed materials and signs.
- 20% +/- 10%
- Performs related administrative responsibilities; prepares various reports, records, and other documents; responds to emails and phone calls; attends various trainings and meetings; gives presentations as needed; researches and keeps up-to-date with new design concepts, software, and emerging technologies.

### Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor's degree in graphic design, marketing, or related field with three (3) years of graphic design experience; or any equivalent combination of training and experience.

### Additional Requirements for all levels

No special license or certification is required.

**Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

**Physical Requirements**

- Ability to operate a variety of automated office machines including computer and copier.
- Ability to utilize a variety of graphic design software including ADOBE Creative Suite, Four Winds Interactive Digital Signage, Photoshop, and other graphic design software.

**Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals and percentages, and perform routine statistics.

**Language Ability & Interpersonal Communication**

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including spreadsheets, data, annual reports, expense reports, statistical reports, committee reports, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including Personnel Policies and Procedures Manual and Cuyahoga County Branding Guidelines.
- Ability to prepare slideshows, digital signs, brochures, booklets, posters, event flyers, banners, signs, invitations, display boards, portfolios, infographics, annual reports, presentations, correspondence, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to convince and influence others, to record and deliver information, to explain procedures, to follow instructions.
- Ability to use and interpret marketing and graphic design terminology and language.
- Ability to communicate with supervisor, co-workers, directors, and other County Employees.

**Environmental Adaptability**

- Work is typically performed in an office environment.

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## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	State Hearings Manager	<b>Class Number:</b>	1056531
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	11
<b>Dept:</b>	Health and Human Services		

### Classification Function

The purpose of this classification is to supervise staff and manage the state hearing process for Cuyahoga County Health and Human Service agencies.

### Distinguishing Characteristics

This is a supervisor classification with responsibility for supervising staff and managing the state hearing process for Cuyahoga County Health and Human Service agencies. Employees in this classification carry out necessary activities without direction except as new or unusual circumstances arise. Incumbents in this classification exercise discretion in following and ensuring adherence to protocol, procedures, laws and regulations in the performance of duties.

### Essential Job Functions

The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- 40% +/- 10%
- Manages the state hearing process for Cuyahoga County Health and Human Service agencies; takes state hearing requests; performs conciliation between the agency and clients; reviews budget with clients; determines agency representative for each hearing; enters hearing information in state tracking system; generates and maintains hearing activity reports; develops different options for new or revised operations, systems, policies and/or procedures; reviews work flow to state hearing officers and agency staff to ensure representation at all state hearings; determines status of case work to be completed for Bureau of State Hearings; analyzes state hearing trends.
- 30% +/- 10%
- Conducts formal and informal state hearing training; responds to inquiries regarding the hearing process.
- 20% +/- 10%
- Supervises and directs staff to ensure work completion and maintenance of standards; plans, assigns and reviews work; provides training and instruction; evaluates employee performance; responds to employee questions, concerns and problems; approves employee timesheets and leave requests and prepares related documentation; develops unit work plans and work performance standards; recommends personnel actions including selection, promotion, transfer, discipline or discharge.
- 10% +/- 5%
- Performs related administrative responsibilities; prepares, reviews, and maintains various reports, records, and other documents; responds to emails and phone calls; attends various State and County trainings and mandated State of Ohio meetings.

**Minimum Training and Experience Required to Perform Essential Job Functions**

Bachelor's Degree in business administration, social science, humanities, or related field with three (3) years of administrative appeals/hearings procedures experience or related experience; or any equivalent combination of training and experience.

**Additional Requirements for all levels**

No special license or certification is required.

**Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

**Physical Requirements**

- Ability to operate a variety of automated office machines including computer and copier.

**Supervisory Responsibilities**

- Ability to assign, review, plan and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction and training to other employees.
- Ability to solve and act on employee problems.
- Ability to recommend the transfer, selection, evaluating or promotion of employees.
- Ability to recommend and act on the discipline or discharge of employees.

**Mathematical Ability**

- Ability to add, subtract, multiply, divide, calculate decimals and percentages and perform routine statistics.

**Language Ability & Interpersonal Communication**

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including state hearing requests, appeal summaries, county review requests, administrative appeal decisions, state hearing dockets, case inventory contracts and other reports and records.
- Ability to comprehend a variety of reference books and manuals including Personnel Policies and Procedures Manual, Union Contract, Prevention Retention and Contingency Manual, State Hearing Manual, Cuyahoga Job and Family Services Policy Manual, Ohio Administrative Code, and Ohio Revised Code.



## **State Hearings Manager**

- Ability to prepare appeals reports, pending compliance reports, docket reports, disposition reports, state hearing activity reports, employee evaluations, correspondence and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to manage the work of other employees, to convince and influence others, to record and deliver information, to explain procedures, to follow instructions.
- Ability to use and interpret legal terminology and language.
- Ability to communicate with clients, supervisors, attorneys, other County employees, outside boards, commissions and agencies, and other governments.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Talent Advisor	<b>Class Number:</b>	1055261
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	9
<b>Dept:</b>	Development		

### Classification Function

The purpose of this classification is to identify and facilitate employers and Cuyahoga County residents through the County's workforce programs; including training plans and career steps for various occupations.

### Distinguishing Characteristics

This is a journey-level classification that is responsible for identifying prospective employers, assessing employers' operations, explaining County programs and assessing employers' talent needs. The incumbent exercises discretion in following and ensuring adherence to protocol, procedures, laws, and regulations in the performance of duties.

### Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 45% +/- 10%
- Initiates contact and develops relationships with employers; consults with employers regarding talent needs and talent supply both remotely and on-site; assess employer's operations and determines if County programs are viable for employer; presents County program(s) to prospective clients and other talent audiences.
- 35% +/- 10%
- Creates individualized training plans to enhance skills and competencies related to a job or occupation; coaches approved employees through the training process in order to encourage persistence including connecting employees to various post-placement services; provides additional career coaching beyond training completion; assesses employees to identify skill development opportunities; tracks and reports employee and employer progress through appropriate training programs, including possible interaction with training providers; identifies testing sources to ensure accomplished skills.
- 20% +/- 10%
- Performs related administrative responsibilities; prepares various reports, records and other documents; responds to emails and phone calls; attends various trainings and meetings.

### Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's Degree in Human Resources, Business Administration, Psychology, or related degree and two (2) years of experience in human resources or related field; or any equivalent combination of training and experience.
- Valid Ohio driver license, proof of automobile insurance, and a reliable vehicle.

### Additional Requirements for all levels

No special license or certification is required.

**Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

**Physical Requirements**

- Ability to operate a variety of automated office machines including computer and copier.

**Mathematical Ability**

- Ability to add, subtract, multiply, divide, calculate decimals and percentages.

**Language Ability & Interpersonal Communication**

- Requires the ability to perform mid-level data analysis including the ability to evaluate, audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including basic job descriptions, charts, basic assessment score reports, curriculum summaries, correspondence, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including Personnel Policies and Procedures Manual, Ohio Revised Code, and Federal Employment Laws.
- Ability to prepare training outlines, training schedules, correspondence, applications, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to represent the County with external organizations, convince and influence others, to record and deliver information, to explain procedures, to follow instructions.
- Ability to use and interpret human resources and business operations terminology and language.
- Ability to communicate with coworkers, management, employers, employees, prospective employees, and the general public.

**Environmental Adaptability**

- Work is typically performed in an office environment.

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## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Housing Manager	<b>Class Number:</b>	1021315
		<b>Pay Grade:</b>	15

<b>Departments:</b>	Development only
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### Classification Function

The purpose of this classification is to manage the daily activities of County's Housing Program and supervise building rehabilitation and development staff.

### Essential Job Functions

The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Manages the daily activities of the County's Housing Program (e.g.- meets with director to coordinate and develop policies; develops housing programs which expand home-ownership opportunities, housing rehabilitation loans, weatherization program and other housing related initiatives).
- Supervises building rehabilitation and development staff (e.g.- assigns work and reviews completed work; provides job training and instruction; prepares employee performance evaluations, as scheduled or required; recommends and administers disciplinary procedures; recommends promotion; approves employee leave requests).
- Represents County at various meetings and conferences (e.g.- provides technical assistance and support to boards and commissions regarding housing issues; addresses audiences on fair housing issues; moderates discussions pertaining to fair housing; serves as panelist to discuss fair housing issues, represents fair housing and related interests at meetings).
- Performs administrative duties (e.g.- maintains records of various housing activities; prepares correspondence to communities, housing groups and other organizations; prepares and/or provides input on various reports).

### Minimum Training and Experience Required to Perform Essential Job Functions

Master's degree in business or public administration with three years of urban development/housing experience; or any equivalent combination of training and experience.

#### Additional Requirements

No special license or certification is required.

### Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

#### Physical Requirements

- Ability to operate a variety of automated office machines including typewriter, adding machine, calculator and copier.

**Supervisory Responsibilities**

- Ability to assign, review, plan and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction to other employees and to act on employee problems.
- Ability to prepare employee performance evaluations.
- Ability to recommend the discipline or discharge of employees.
- Ability to recommend the transfer, promotion or salary increase of other employees.

**Mathematical Ability**

- Ability to add, subtract, multiply, divide, calculate decimals and percentages and make use of the principles of descriptive statistics.

**Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including requests for reimbursement, requests for proposal (RFP), correspondence and other reports and records.
- Ability to comprehend a variety of reference books and manuals including housing program policy manuals, newspapers, law books, the Ohio Revised Code and Federal Register.
- Ability to prepare correspondence, RFP's, requests for grant applications, newspaper copies and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to manage, supervise and counsel employees, to convince and influence others, to record and deliver information, to explain procedures, to follow instructions.
- Ability to use and interpret housing and legal terminology and language.
- Ability to communicate with director, supervisors, employees, source persons, clients, HUD personnel, Ohio Civil Rights Commission personnel, housing groups, landlords, tenants, municipalities elected, public officials, and the general public.

**Environmental Adaptability**

- Work is typically performed in an office environment.

*Cuyahoga County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.*