

County Council of Cuyahoga County, Ohio

Resolution No. R2018-0117

Sponsored by: Councilmember Brown on behalf of Cuyahoga County Personnel Review Commission	A Resolution 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, 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 May 16, 2018, the Personnel Review Commission met and recommended the classification changes (attached hereto as Exhibits A through E) and recommended 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:

Modifications of the following Classifications: (See attached Classification Specifications)

Proposed Revised Classifications:

- Exhibit A: Class Title: *Assistant Director*
Number: 1051311
Pay Grade: 17
*Updated specification to new format to include percentages of time, FLSA status, and distinguishing characteristics.
Classification number changed from 1051312 to 1051311.
- Exhibit B: Class Title: *Employee Relations Manager*
Number: 1053654
Pay Grade: 16
*Updated specification to new format to include percentages of time, FLSA status, and distinguishing characteristics.
- Exhibit C: Class Title: *Labor Relations Administrator*
Number: 1053655
Pay Grade: 18
*Updated specification to new format to include percentages of time, FLSA status, and distinguishing characteristics.
- Exhibit D: Class Title: *Physical Structure Security Specialist*
Number: 1022311
Pay Grade: 7
*Updated specification to new format to include percentages of time, FLSA status, and distinguishing characteristics.
Classification number changed from 1022312 to 1022311.
- Exhibit E: Class Title: *Workers Compensation Coordinator*
Number: 1053681
Pay Grade: 11
*Essential job functions updated to be consistent with current job duties of classification.

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 Ms. Conwell, the foregoing Resolution was duly adopted.

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

Nays: None

County Council President _____
Date

County Executive _____
Date

Clerk of Council _____
Date

First Reading/Referred to Committee: June 12, 2018
Committee(s) Assigned: Human Resources, Appointments & Equity

Journal CC030
June 26, 2018

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Assistant Director	Class Number:	1051311
FLSA:	Exempt	Pay Grade:	17
Dept:	All departments		

Classification Function

The purpose of this classification is to assist a department director with managing the department including developing objectives and policies, assisting with administrative and budgetary matters; and supervising staff.

Distinguishing Characteristics

This is a senior management classification with responsibility for assisting the department director with administrative and budgetary matters. This class works under administrative direction from the Department Director, and requires the analysis and solution of operational, technical, administrative and management problems related to the designated department. The incumbent exercises discretion in applying policies and procedures to resolve issues and to ensure that 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.

- 40% +/- 10%
- Assists department director in defining goals and objectives; advises and assists the director on matters of administration, budgetary problems, or other specialized phases concerning policy; designs and schedules programs; develops department policies and procedures; advises in carrying out policies and procedures.
- 30% +/- 10%
- Supervises department personnel; plans, coordinates, assigns and reviews work; evaluates performance; responds to employee problems; maintains work standards; provides instruction and training; recommends selection, transfer, promotion, or discipline of employees; evaluates performance; reviews and approves requests for leave.
- 15% +/- 10%
- May manage special projects and keep director apprised of project progress and conclusion.
- 15% +/- 10%
- Represents director in meetings with other departments or with public; speaks and attends meetings; prepares reports and financial statements.

Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor's degree in business administration, public administration, or other related field with nine (9) years of related experience including five (5) years in a supervisory 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 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 make use of routine statistics.

Language Ability & Interpersonal Communication

- Requires the ability to perform mid to high level data analysis requiring managing of data and people deciding the time, sequence of operations or events within the context of a process, system or organization. Involves determining the necessity for revising goals, objectives, policies, procedures or functions based on the analysis of data/information and includes performance reviews pertinent to such objectives, functions and requirements.
- Ability to comprehend a variety of informational documents including contracts, union contracts, budget forecasts, budget reports, legal documents, production reports, department specific reports, and performance evaluations.
- Ability to comprehend a variety of reference books and manuals including the Personnel Policies and Procedures Manual, Ohio Revised Code, department specific operating manuals, state and federal guidelines, and job classification listing.
- Ability to prepare departmental monthly reports, statistical reports, progress reports, correspondence, performance appraisals, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to manage people and programs, 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 legal, public administration, and finance terminology and language.
- Ability to communicate with directors, managers, supervisors, vendors, other County employees, and the 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

Class Title:	Employee Relations Manager	Class Number:	1053654
FLSA:	Exempt	Pay Grade:	16
Dept:	Human Resources		

Classification Function

The purpose of this classification is to manage inter-departmental County employment relations programs, coordinate employee relations function, and supervise lower-level employee relations specialists and assigned staff.

Distinguishing Characteristics

This is a supervisory-level classification with responsibility for managing County employment relations programs. 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 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.

- 30% +/- 10%
- Manages inter-departmental County employment relations programs and coordinates employee relations function; establishes program goals for workers compensation, safety program, and drug testing; coordinates activities of program consultants; resolves program problems with consultants and vendors; coordinates and evaluates program training; plans and applies corrective action; trains drug program assistants; develops program policies and procedures; trains managers and personnel officers in areas of discipline procedures, general employment law, and other areas.
- 25% +/- 10%
- Supervises employee relations specialists and assigned staff; provides job instruction and training to staff members; develops and monitors annual performance objectives; evaluates employee performance; recommends personnel actions including selection, transfer, promotion, discipline or discharge; conducts staff meetings.
- 15% +/- 10%
- Represents County in matters pertaining to employment and workers compensation; appears for the County and advocates on its behalf in the matter of unemployment compensation claims appeals and workers compensation claims appeals; assists the County prosecutor in the preparation of defense of cases; negotiates settlements of cases; represents the County at the State Personnel Board of Review in the matter of appeals by non-bargaining unit employees from orders of removal and suspension.
- 10% +/- 5%
- Performs special investigations; investigates relationship existing between employer and employee regarding unsafe or unfair working conditions, abuse of authority, etc.; conducts investigations in response to complaints filed by employees; issues written findings of investigations.
- 10##% +/- 5%
- Participates in employee complaint procedure; presides as hearing officer in pre-disciplinary conferences for employees alleged to have violated work rules or other County policies; conducts

Proposed DATE

Employee Relations Manager

pre-disciplinary conference by presenting a comprehensive series of questions to accused employee; interviews witnesses; reviews written documentation and personnel files; evaluates evidence and prepares a written recommendation concerning the appropriate level of discipline; suggests improvements in operations as warranted.

10% +/- 5%

- Performs administrative duties; prepares annual program budgets; prepares requests for proposals; monitors budgets for compliance; purchases program assets; develops, writes, interprets, and issues policies and procedures relating to labor relations, drafts answers to complaints; administers drug testing program for County; coordinates medical review and laboratory services; serves on various committees including job search, employee relations, etc.; serves as liaison between the Human Resource Department and the County Prosecutor's Office.

Minimum Training and Experience Required to Perform Essential Job Functions

Juris Doctorate with five (5) years of employment relations experience. Must be licensed to practice law in the State of Ohio.

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 case files, case law, laboratory reports, medical records and reports, timesheets, personnel records, and other reports and records.

Employee Relations Manager

- Ability to comprehend a variety of reference books and manuals including Personnel Policies and Procedures Manual, Ohio Revised Code, and law textbooks.
- Ability to prepare case reports, findings and recommendations, legal filings, program reports, performance appraisals, attendance and discipline audits, correspondence, 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, to follow instructions.
- Ability to use and interpret legal and human resource terminology and language.
- Ability to communicate effectively with directors, managers, supervisors, other County employees, attorneys, consultants, 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

Class Title:	Labor Relations Administrator	Class Number:	1053655
FLSA:	Exempt	Pay Grade:	18
Dept:	Human Resources		

Classification Function

The purpose of this classification is to administer labor and employee relations matters for the County Executive's departments.

Distinguishing Characteristics

This is a managerial-level classification with responsibility for administering labor and employee relations matters and overseeing collective bargaining activity. 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 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.

- 40% +/- 10%
- Administers labor and employee relations matters; oversees collective bargaining activity; serves as consultant and liaison to publicly elected officials on labor relations matters; oversees all employee relations activity which involves the departments under the County Executive and bargaining and non-bargaining employees including discipline administration, special investigations, employee complaints, medical examinations, training, and unemployment compensation.
- 30% +/- 10%
- Supervises employee relations specialists and other staff; assigns work and reviews completed work assignments; provides job training and instruction; responds to employee problems and issues; evaluates employee performance; reviews and approves employee leave requests.
- 15% +/- 10%
- Oversees County's drug testing program; establishes and maintains drug testing policies and procedures; manages agreements between County and toxicology labs and medical review officer; schedules tests and maintains records.
- 15% +/- 10%
- Oversees legal matters involving employees and/or departments under the County Executive; serves as liaison between the County Executive's departments and the Prosecutor's Office; assists in representing the County in all matters before administrative bodies including the Equal Employment Opportunity Commission, Ohio Civil Rights Commission, State Personnel Board of Review, State Employee Relations Board, and Ohio Bureau of Employment Service; assists in representing legal matters filed in Municipal, County, and Federal Courts; performs legal research on employee and/or labor relations matters on behalf of the County Executive).

Minimum Training and Experience Required to Perform Essential Job Functions

Juris Doctorate with six (6) years of labor relations experience. Must be licensed to practice law in the State of Ohio.

Labor Relations Administrator

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 to high level data analysis requiring managing of data and people deciding the time, sequence of operations or events within the context of a process, system or organization. Involves determining the necessity for revising goals, objectives, policies, procedures or functions based on the analysis of data/information and includes performance reviews pertinent to such objectives, functions and requirements.
- Ability to comprehend a variety of informational documents including statutes, civil complaints, court decisions, timesheets, personnel records, other legal documents, 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, law books, and labor contracts.
- Ability to prepare briefs, appeals, motions, performance appraisals, correspondence, memos, reports, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to engage in formal bargaining process, to 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 labor law and personnel terminology and language.
- Ability to communicate effectively with directors, managers, supervisors, elected officials, other County employees, attorneys, consultants, union representatives, and the media.

Labor Relations Administrator

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

Class Title:	Physical Structure Security Specialist	Class Number:	1022311
FLSA:	Non-Exempt	Pay Grade:	7
Dept:	Public Works		

Classification Function

The purpose of this classification is to plan and organize security related projects at County-owned and leased facilities

Distinguishing Characteristics

This is a journey level classification responsible for planning and coordinating the County's security related projects. This classification works under a framework of defined procedures and regulations. The incumbent is expected to work independently and exercise discretion in planning security related projects and ensure projects 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%
- Plans and organizes security related projects at County owned and leased facilities; coordinates the development and maintenance of all in-house alarms including building intrusion alarms, burglar, hold-up, metal detectors, x-ray machines equipment repairs, and wireless duress; troubleshoots and diagnoses security systems equipment; oversees performs security assessments of County facilities; makes recommendations on equipment and new technology upgrades and purchases; processes project quotes and associated invoices.
- 20% +/- 10%
- Works closely with County Project Managers in the design phase of new security projects.
- 20% +/- 10%
- Trains and assists staff on security equipment operations; answers staff questions about security concerns.
- 10% +/- 5%
- Conducts research into applicable codes, standards, and laws.

Minimum Training and Experience Required to Perform Essential Job Functions

Associate degree in criminal justice, law enforcement, or related field with three (3) years of security system experience; or any equivalent combination of training and experience.

Additional Requirements for all levels

No special license or certification is required.

Physical Structure Security Specialist

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 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 incident reports, blue prints, electrical and mechanical placement, closed circuit television and access controls, contracts, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including purchasing manuals, equipment manuals, Ohio Building Code, Fire Code, electrical standards, Ohio Revised Code, and Personnel Policies and Procedures Manual.
- Ability to prepare reports, equipment specifications, request for proposals, inventory, correspondence, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to record and deliver information, to explain procedures, to follow instructions.
- Ability to use and interpret construction and current security technology terminology and language.
- Ability to communicate with managers, supervisors, security personnel, vendors, contractors, public agencies, other County employees, and the general public.

Environmental Adaptability

- Work is typically performed in an office environment and outdoors.

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

Class Title:	Workers' Compensation Coordinator	Class Number:	1053681
FLSA:	Exempt	Pay Grade:	11
Dept:	Human Resources		

Classification Function

The purpose of this classification is to manage the County's Workers' Compensation program for the employees under the County Executive, Elected Officials, and other County agencies.

Distinguishing Characteristics

This is supervisory-level classification that is responsible for managing the County's Workers' Compensation Program. The employee works with a framework of policies, procedures, and laws. The incumbent exercises discretion in applying policies and procedures to resolve organizational issues and to ensure that 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%
- Manages the County's Workers' Compensation Program; reviews accuracy of all claim documents, medical records, and statements which compile the workers' compensation file; certifies or denies claims based on the supportive documents and review of medical records, request appeals, continuances, and objections; files claims via Bureau of Workers' Compensation (BWC) website; forwards claim certification and file to Third Party Administrator (TPA); executes settlement agreements and researches viability of settlement; requests independent medical, functional capacity, and psychological exams; requests surveillance, background checks, and activity checks via contracted investigator; coordinates modified work strategies or assignments with the workers' compensation team; identifies light or alternative work solutions within the County to return or assign recovering employees when medically feasible; reviews claims for compensability and investigates validity of injury; verifies claim with the workers' compensation team to ensure appropriate outcome; analyzes and reviews claim status, medical course of treatment, and return to work status; trains department staff, supervisors, and directors on the proper responses regarding workers' compensation injuries and preventative efforts to ensure cost containment and favorable rating by the BWC; attends workers' compensation team meetings to discuss the status of the County as it relates to the Employer Risk and determine appropriate actions to take going forward; enters claims into HRIS system.
- 25% +/- 10%
- Supervises assigned employees; directs employees to ensure work completion and maintenance of standards; plans, assigns, and reviews work; provides training and instructions; evaluates employee performance; responds to employee questions, concerns, and problems; approves employee timesheets and leave requests; develops unit work plans and work performance standards; monitors unit work performance; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.
- 25% +/- 10%
- Performs administrative duties; prepares written documents in order to obtain claims information or status of injured workers; reviews data in FAMIS to determine budgetary status; requests and reviews other various datasets (e.g. claims costs, expenses, and defense); prepares financial documentation of future budgetary requirements; processes vouchers for medical invoices and

Workers' Compensation Coordinator

contracts; investigates and resolves billing disputes; compiles reports and statistical data of workers' compensation activities; coordinates, prepares, and makes recommendations on all Request for Proposals necessary for the administration of the Workers' Compensation Program; prepares and delivers workshops, seminars, and meetings; attends trainings and conferences to stay abreast to changes in the workers' compensation laws and policies and procedures.

Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor's degree in business administration, human resource management, or related field with three (3) years of workers' compensation administration experience, or any equivalent combination of training and experience.

Valid Ohio driver's 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.

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.
- 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, 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 workers compensation documents, claim files, settlement authorizations, accident reports, injury reports, medical records, First Report of Injury, medical or psychological exams, notices of appeals, witness statements, interrogatories, court pleadings, police reports, wage statements, and other reports and records.

Workers' Compensation Coordinator

- Ability to comprehend a variety of reference books and manuals including Personnel Policies and Procedures Manual, Ohio Revised Code, Collective Bargaining Agreements, Ohio BWC Rules of Law, and Workers' Compensation Laws.
- Ability to prepare reports, memos, correspondence, spreadsheets, financial and actuarial data, various reports, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to convince and influence other, to record and deliver information, to explain procedures, maintain confidentiality of restricted information, and to follow instructions.
- Ability to use and interpret medical, human resources, and workers' compensation law terminology and language.
- Ability to communicate effectively with directors, managers, supervisors, workers' compensation team, other County employees, managed care organization staff, third party administrator, BWC claims representatives, attorneys, private investigators, hearing administrators, physicians, 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.