

# County Council of Cuyahoga County, Ohio

## Resolution No. R2021-0239

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, 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 October 13, 2021, the Personnel Review Commission met and recommended the classification changes (attached hereto as Exhibits A through J) 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 New Classifications:

Exhibit A:     Class Title:    *Chief Investigator*  
                  Number:       12361

Pay Grade: 13A/Exempt

Proposed Revised Classifications:

- Exhibit B: Class Title: *Administrator, Program Officer*  
Class Number: 10145  
Pay Grade: 14A/Exempt (No change)  
\* PRC routine maintenance. Classification last revised in 2017. Updates were made to the classification function, distinguishing characteristics, essential job functions, level of data analysis, and general formatting and language. A technology requirements section was added. No change to pay grade or FLSA status.
- Exhibit C: Class Title: *Administrator, Records Management*  
Class Number: 10124  
Pay Grade: 11A/Exempt (No change)  
\* PRC routine maintenance. Classification last revised in 2017. Updates were made to the essential job functions, level of data analysis, and general formatting and language. A technology requirements section was added. No change to pay grade or FLSA status.
- Exhibit D: Class Title: *Administrator, Senior Records Management*  
Class Number: 10125  
Pay Grade: 12A/Exempt (No change)  
\* PRC routine maintenance. Classification last revised in 2017. Updates were made to the classification function, distinguishing characteristics, essential job functions, minimum qualifications, level of data analysis, and general formatting and language. A technology requirements section was added. No change to pay grade or FLSA status.
- Exhibit E: Class Title: *Employee Services Specialist*  
Class Number: 14001  
Pay Grade: 4A/Non-Exempt (No change)  
\* PRC routine maintenance. Classification last revised in 2017. Changes were made to distinguishing characteristics, essential job functions, minimum qualifications, and language and formatting. A Technology Requirements section was added. No change to pay grade or FLSA status.
- Exhibit F: Class Title: *Fraud Auditor*  
Class Number: 19021  
Pay Grade: 9A/Exempt (No change)  
\* PRC routine maintenance. Classification last revised in 2017. Updates were made to the distinguishing characteristics, essential

job functions, minimum qualifications, and general formatting and language. A technology requirements section was added. No change to pay grade or FLSA status.

Exhibit G: Class Title: *Supervisor, Employment & Family Service*  
Class Number: 13021  
Pay Grade: 11A/Exempt (No change)  
\* PRC routine maintenance. Classification last revised in 2017.  
Updates were made to essential job functions and general formatting and language. A technology requirements section was added. No change to pay grade or FLSA status.

Exhibit H: Class Title: *Supervisor, Investigation*  
Class Number: 19022  
Pay Grade: 11A/Exempt (No change)  
\* PRC routine maintenance. Classification last revised in 2017.  
Changes were made to distinguishing characteristics, essential job functions, and language and formatting. A Technology Requirements section was added. No change to pay grade or FLSA status.

Exhibit I: Class Title: *Supervisor, Mail Room*  
Class Number: 10031  
Pay Grade: 4A/Non-Exempt (No change)  
\* PRC routine maintenance. Classification last revised in 2016.  
Changes were made to distinguishing characteristics, essential job functions, physical requirements, environmental adaptability, and language and formatting. A Technology Requirements section was added. No change to pay grade or FLSA status.

Proposed Deleted Classification:

Exhibit J: Class Title: *Identification Technician*  
Class Number: 10061  
Pay Grade: 4A/Non-Exempt  
\* Position was identified as being a CWA bargaining unit position in the Sheriff's Department and should be removed from the class plan.

**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



# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Chief Investigator – Sheriff's Department	<b>Class Number:</b>	12361
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	13A
<b>Dept:</b>	Sheriff's Department		

## Classification Function

The purpose of this classification is to plan, coordinate, and supervise the Cuyahoga County Major Crimes Task Force.

## Distinguishing Characteristics

This is a first-level supervisor classification that is responsible for planning and coordinating the activities of the Cuyahoga County Major Crimes Task Force investigating crimes including money laundering, drug investigations, human trafficking, organized crime, and financial crime. This classification supervises the work of personnel from multiple law enforcement agencies assigned to the task force. This class works under general direction and requires the analysis and solution of operational, technical, administrative, and management problems related to overseeing the task force. 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.**

45% +/- 10%

- Plans, coordinates, supervises, and participates in task force investigations in compliance with local, state, and federal laws, regulations, and department protocol; reviews information received to determine possible criminal activity, validity of information, and appropriate jurisdiction; participates in determining appropriate investigative direction and method for cases based on available information; aids in determining the connection between financial crimes and other criminal activity; prepares and/or obtains search warrants, arrest warrants, and subpoenas; interacts with witnesses/victims/suspects/confidential informants as necessary; responds to crime scenes and investigative sites; recommends, updates, and implements unit procedures, policies, objectives, and goals; develops case files and maintains logs; reviews and prepares various reports and documents relating to investigations work.

25% +/- 10%

- Supervises and directs the work of assigned staff from multiple law enforcement agencies assigned to the task force; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; coordinates and/or provides training and instruction; evaluates employee performance; responds to employee questions, concerns, and problems; approves employee timesheets and leave requests; prepares and reviews documents related to timesheets, requests for leave, and overtime; develops and monitors unit work plans and work performance standards; monitors and provides for training needs; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.

## Chief Investigator – Sheriff's Department

15% +/- 5%

- Communicates and coordinates with a variety of financial institutions, federal and state-level prosecutors, members of the public, consultants, external partner agencies (i.e., police departments), County agencies, and related businesses to facilitate investigations; coordinates on joint operations requiring the assistance of other law enforcement agencies; gives lectures on financial crimes to industry and government partners.

10% +/- 5%

- Oversees the handling of county and task force property, criminal evidence, and civil forfeitures; ensures proper use, maintenance, and documentation of equipment used during operations; takes temporary custody of criminal evidence and civil forfeitures; completes documentation and process to transfer evidence and civil forfeitures to appropriate entity.

5% +/- 2%

- Attends and participates in professional group meetings, conferences, seminars, and training; maintains current, comprehensive knowledge of trends and innovations in the field.

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

- Bachelor's degree in accounting, business, criminal justice, or related field with five (5) years of criminal investigations or financial crime investigations experience including (3) years of relevant supervisory experience; or an equivalent combination of education, training, and experience.
- Valid driver's license and proof of automobile insurance.

### **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 and equipment including a computer, tablet, and multifunction printer.

#### **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, evaluation, or promotion of employees.
- Ability to recommend the discipline or discharge of employees.

### **Mathematical Ability**

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

### **Technology Requirements**

- Ability to operate a variety of software and databases including word processing software (Microsoft Word), spreadsheet software (Microsoft Excel), electronic mail software (Microsoft Outlook), and forensic accounting software.

### **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 overtime usage reports, attendance records, vehicle maintenance and fuel reports, and confidential funds reports.
- Ability to comprehend a variety of reference books and manuals including the Cuyahoga County Employee Handbook, state, and federal statutes relevant to money laundering, criminal statutes, civil forfeiture laws, and relevant case law.
- Ability to prepare performance appraisals, disciplinary reports, investigation reports, task force annual summary reports, monthly case update reports, 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, convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret accounting and legal terminology and language.
- Ability to communicate and to develop and maintain effective working relationships with supervisor, employees, department management, federal and local law enforcement, and external business and organization partners.

### **Environmental Adaptability**

- Work is typically performed in an office environment and occasionally on site at crimes scenes and investigative sites.
- Work may involve exposure to temperature and weather extremes, smoke, dust, pollen, wetness and humidity, animals or wildlife, disease and bodily fluids, violence, bright/dim lights, and noise extremes.

*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>	Administrator, Program Officer	<b>Class Number:</b>	10145
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	14A
<b>Dept:</b>	Health and Human Services		

## Classification Function

The purpose of this classification is to support the program planning and evaluation process for all County Health and Human Service (HHS) agencies, manage contract development and monitoring duties, and monitor vendor contract compliance and performance.

## Distinguishing Characteristics

This is a senior management level classification with responsibility for supporting the program planning and evaluation process for all County HHS agencies, managing contract development and monitoring duties, and monitoring vendor contract compliance and performance. This position works under general supervision of an Administrator, Social Program 5. Work requires the analysis and solution of operational, technical, and administrative problems related to program planning and evaluation and contract development and monitoring. The incumbent exercises discretion in resolving issues within applicable policies and procedure and ensuring 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.**

20% +/- 10%

- Supports program planning for all County HHS agencies; Researches best practices for new programming across all HHS agencies; identifies client needs to be addressed by new or existing programming in coordination with HHS agencies; stays apprised of state/federal code or policy changes affecting existing programming; coordinates with the agency/department to develop a model of care and a scope of work for new programming to address client needs; completes research on current programming to compare how a program is performing against other comparable programs and benchmarks; evaluates the impact of any proposed changes to programming to determine the feasibility of implementation; recommends contract amendments for existing programming based on best practice research; develops plans for implementing any changes to existing programs.

20% +/- 10%

- Monitors vendor contract compliance and performance; develops compliance tools for tracking vendor contract compliance; develops report templates for vendors to provide information on performance benchmarks; oversees vendor compliance review process by assembling team, conducting site visits, and completing reporting; analyzes reports for vendor compliance and performance benchmarks to determine non-compliant or underperforming vendors; analyzes performance and develops corrective action or improvement plans for non-compliant or low performing vendors; monitors vendor performance to see effects of corrective action or performance improvement plan; reviews vendor case files to ensure there is evidence of service delivery; provides informal training to vendors on technical aspects of the process.

## Administrator, Program Officer

20% +/- 10%

- Supervises and directs the work of assigned staff; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; coordinates and/or provides training and instruction; evaluates employee performance; responds to employee questions, concerns, and problems; approves employee timesheets and leave requests; prepares and reviews documents related to timesheets, requests for leave, and overtime; develops and monitors unit work plans and work performance standards; monitors and provides for employee training needs; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.

20% +/- 10%

- Facilitates technical aspects of the procurement process for programming; develops a Request for Proposals (RFP) for new programming based on the scope of work in coordination with the issuing agency and the fiscal and law departments; compiles a list of potential vendors based on research; coordinates RFP activity with Department of Purchasing; conducts a pre-bid conference to present the RFP and answer questions from potential vendors; leads the proposal review process; makes recommendations for contract awards based on the proposal review process and presents recommendations to Council or the Board of Control.

10% +/- 5%

- Manages and monitors program contracts; works with the recommended vendor to develop a contract, proposed budget, and program design; coordinates with the law department on contract language; coordinates contract meeting with the agency and the provider regarding the contract, services, performance outcomes, and reporting expectations; monitors contract expenditures and length of contract.

10% +/- 5%

- Performs administrative tasks in connection with above functions and tasks; attends meetings and seminars related to program issues; maintains related documentation and records; completes and oversees data entry into various systems; prepares correspondence and performance reports; provides internal and external training on programs and services.

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

- Master's Degree in public administration, social service administration, or related field with three (3) years of program management, grant management, or social service delivery systems experience; or an equivalent combination of education, 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 and equipment including a computer and multifunction printer.

Administrator, Program Officer

### **Technology Requirements**

- Ability to operate a variety of software including word processing software (Microsoft Word), spreadsheet software (Microsoft Excel), database software (Microsoft Access), and presentation software (Microsoft PowerPoint).

### **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, perform routine statistical calculations, apply algebraic formulas, and interpret advanced 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 objectives, functions, and requirements.
- Ability to comprehend a variety of informational documents including reports (i.e., - performance reports, monthly and quarterly vendor reports, statistical reports), site visit checklists, quality improvement plans, vendor proposals, case file review forms and summaries, correspondence, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including Code of Federal Regulations, Ohio Administrative Code, Ohio Revised Code, the Cuyahoga County Employee Handbook, Cuyahoga County Charter, Cuyahoga County Code, and pertinent Policies and Procedures Manuals.
- Ability to prepare statistical reports, reports (i.e., – performance reports, utilization reports, year-end reports), monthly and quarterly vendor report templates, case file review forms and summaries, RFP proposal review score sheets and rubrics, contracting monitoring templates, RFPs, project plans, presentations, contracted statements of work, 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 counsel and advise administrators, to convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret legal and basic accounting terminology and language.

Administrator, Program Officer

- Ability to communicate with staff, co-workers, supervisor, upper management, other County employees, contract providers and vendors, County Executive, and Board of Control.

**Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Administrator, Records Management	<b>Class Number:</b>	10124
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	11A
<b>Dept:</b>	All Departments		

## Classification Function

The purpose of this classification is to manage, develop, plan, and organize the collection, storage, retrieval, distribution, and destruction of confidential client records or Agency related records. This classification is also responsible for overseeing the scanning and indexing of documents into the agency's Electronic Document Management System.

## Distinguishing Characteristics

This is a management level classification with responsibility for planning, directing, and managing the collection, storage, and retrieval of historical and current County records. The employee works within a framework of policies, procedures, and local and State 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 system of electronic and physical data collection and storage of confidential client records or Agency records; controls distribution of records; establishes procedures for records maintenance in accordance with the Ohio Revised Code; recommends and adheres to record retention schedules based upon their administrative, legal and fiscal value; obtains approval from appropriate sources including Cuyahoga County Records, the State Auditor and the Ohio Historical Connection; provides advice and consultation on records management to department administrators, local government officials, or private agencies; coordinates work with other divisions, departments, and/or government jurisdictions; completes data collection, storage and retrieval of PC-based including optical character recognition systems, computer assisted retrieval systems, terminal digit filing and other information management systems for confidential client records; researches and assists with development of PC-based systems; performs acceptance testing on new equipment/software; organizes mail and scanned boxes; receives and sends electronic records; transfers images by importing and exporting electronic images to and from County agencies; coordinates implementation of records management system; designs forms for internal use.

30% +/- 10%

- Supervises clerical supervisors, records management officers, and other assigned staff; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; coordinates and/or provides training and instruction; evaluates employee performance; responds to employee questions, concerns, and problems; approves employee timesheets and leave requests; prepares and reviews documents related to timesheets, requests for leave, and overtime; develops and monitors unit work plans and work performance standards; monitors and provides for employee training needs; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.

## Administrator, Records Management

10% +/- 5%

- Processes confidential or more complex public record requests; logs requests made; scans documents into imaging systems; sends record to requestor or notifies them where the document can be viewed online.

10% +/- 5%

- Performs supporting administrative duties; compiles and prepares special reports, productivity reports, and department statistics; orders supplies and equipment; manages expenditures; monitors requests for filing space and determines if requests are cost-effective and efficient; receives, sorts, and distributes mail; assists and processes record requests or journal entry requests.

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

- Bachelor's degree in records management, management information systems, or business administration or related field with two (2) years of archival or records management experience; or an equivalent combination of education, 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 office machines and equipment including a computer and multifunction printer.

#### **Technology Requirements**

- Ability to operate a variety of software and databases including email software (Microsoft Outlook), presentation software (Microsoft PowerPoint), spreadsheet software (Microsoft Excel), and word processing software (Microsoft Word).

#### **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 statistical calculations.

### **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 objectives, functions, and requirements.
- Ability to comprehend a variety of informational documents including daily and weekly reports, time sheets, performance evaluations, record requests, and various departmental or agency specific reports and records.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, union contracts, Ohio Revised Code Section 149, Ohio Sunshine Laws, Open Government Resource Manual, and Ohio County Records Manual.
- Ability to prepare production reports, correspondence, performance evaluations, overtime request, written reprimands, United States Postal Service Mail Receipts, 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, to supervise employees, to convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret records management terminology and language.
- Ability to communicate effectively with director, supervisors, managers, vendors, consultants, Records Commission, County Archivist, other County employees, and the general public.

### **Environmental Adaptability**

- Work is typically performed in an office environment and record storage areas.

*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>	Administrator, Senior Records Management	<b>Class Number:</b>	10125
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	12A
<b>Dept:</b>	Public Works		

## Classification Function

The purpose of this classification is to administer the operations of the Cuyahoga County Archives and supervise records management staff.

## Distinguishing Characteristics

This is a management level classification with responsibility for directing the activities of the County Archives within the Department of Public Works. This position oversees the operations and promotes the efficiencies of the department, develops and incorporates process improvements, and ensures that activities meet time and quality objectives.

## 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 collection, storage, and retrieval of Cuyahoga County Archives records; controls distribution of records; establishes procedures for records maintenance in accordance with Ohio Revised Code (ORC) based upon administrative, legal, and fiscal value; obtains approval from appropriate sources including the State Auditor and the Ohio Historical Society regarding records maintenance procedures; implements records retention and maintenance schedules; provides advice and consultation on records systems to County department administrators, local government officials, or private agencies; coordinates work with other divisions, departments and/or government jurisdictions; assists in the reference area and completes records requests; prepares written responses to researchers regarding their records requests; identifies records with permanent historical value that should be preserved by the County Archives; acts as a consultant for determining records with permanent value; recommends the environmental conditions necessary for archival storage; recommends archival supplies necessary to preserve records; assists offices and agencies in the preparation of retention schedules; answers questions regarding records management policies and procedures; contacts County departments that have boxed documents for destruction; completes the RC-3 records destruction form.

25% +/- 10%

- Supervises and directs the work of senior and regular records management officers, interns, volunteers, and other assigned staff; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; coordinates and/or provides training and instruction; evaluates employee performance; responds to employee questions, concerns, and problems; approves employee timesheets and leave requests; prepares and reviews documents related to timesheets, requests for leave, and overtime; develops and monitors unit work plans and work performance standards; monitors and provides for employee training needs; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.

25% +/- 10%

- Performs supporting administrative duties; prepares special reports; gives presentations to students and various organizations about the Archives holdings; recommends approval of vendor invoices; presents at outreach events; approves staff payroll and task codes; completes indirect cost plan; prepares for semi-annual records commission meetings, chairs meetings, and prepares resolutions and minutes.

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

- Bachelor's Degree in records management, management information systems, business administration, or a related field with six (6) years of archival or records management experience; or an equivalent combination of education, training, and experience.
- Valid driver license, proof of automobile insurance, and access to a vehicle.

### **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 office machines and equipment including a computer, multifunction printer, and microfilm/microfiche reader.

#### **Technology Requirements**

- Ability to operate a variety of software and databases including email software (Microsoft Outlook), presentation software (Microsoft PowerPoint), spreadsheet software (Microsoft Excel), and word processing software (Microsoft Word).

#### **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 statistical calculations.

### **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 objectives, functions, and requirements.
- Ability to comprehend a variety of informational documents including time sheets, billing invoices, research requests, task code reports, costing sheets, Toolbox Safety Lessons, Verification Form, and various reports and records.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, Ohio History Connection, Ohio Revised Code Section 149, Ohio Sunshine laws, Freedom of Information legislation, website for the Academy of Certified Archivists, County Records, Cuyahoga and City of Cleveland Histories, City Directories, Annals of Cleveland, local and U.S. histories, etc.
- Ability to prepare production reports, electronic data reports, retention schedules, performance appraisals, correspondence, indirect cost report, budget requests, work orders, RC-3 Form, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to manage programs, to supervise employees, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret records management and archival terminology and language.
- Ability to communicate effectively with director, managers, supervisors, coworkers, volunteers, students, interns, and the general public.

### **Environmental Adaptability**

- Work is typically performed in an office environment and record storage areas.

*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>	Employee Services Specialist	<b>Class Number:</b>	14001
<b>FLSA:</b>	Non-Exempt	<b>Pay Grade:</b>	4A
<b>Dept:</b>	Human Resources		

## Classification Function

The purpose of this classification is to provide a variety of data entry, troubleshooting, 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 partnering with Human Resources management staff to provide a variety of data entry, troubleshooting, and maintenance functions for the Human Resources module of County's Enterprise Resource Planning (ERP) system. Positions in this class receive general supervision and are expected to demonstrate the ability to work independently to perform the duties associated with this class. 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.**

70% +/- 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 accurately and in compliance with established guidelines and procedures; revises incomplete or incorrect information; locates information 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.

10% +/- 5%

- 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; works and collaborates with stakeholders to develop data management strategies; identifies automation and process improvement ideas; assists in writing and maintaining policies and procedures.

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.

## Employee Services Specialist

5% +/- 2%

- 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.

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.

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

- High school diploma or equivalent and one (1) year of human resource or data entry experience; or an equivalent combination of education, 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 office machines and equipment including a computer and multifunction printer.

#### **Technology Requirements**

- Ability to operate a variety of software and databases including email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), word processing software (Microsoft Word), and enterprise resource planning software (INFOR, SAP).

#### **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 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 the Employee Handbook, Ohio Revised Code, and record retention guidelines.

## Employee Services Specialist

- 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>	Fraud Auditor	<b>Class Number:</b>	19021
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	9A
<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. This classification makes recommendations for disciplinary actions, including the pursuit of restitution. 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; researches current best practices and changes in policies and procedures; evaluates current case files, worker transactions, and department procedures and identifies areas of inadequacy; develops and recommends improved operations, systems, policies, and procedures for county programs for preventing fraud.

15% +/- 5%

- Performs supporting 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 paralegal, business administration, business management, auditing, investigations, or related field; or any equivalent combination of education, 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 office machines and equipment including a computer and multifunction printer.

### **Technology Requirements**

- Ability to operate a variety of software and databases including email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), publishing software (Microsoft Publisher), and word processing software (Microsoft Word).

### **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, background checks, public records, agendas, legislation, correspondence, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, CJFS Policies and Procedures Manual, ODJFS Policies and Procedures Manual, and Ohio Revised Code.
- Ability to prepare monthly case summaries, monthly and yearly case charts, case exhibits, 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.

## Fraud Auditor

- 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>	Supervisor, Employment & Family Service	<b>Class Number:</b>	13021
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	11A
<b>Dept:</b>	Health and Human Services		

## Classification Function

The purpose of this classification is to supervise Employment and Family Service Specialists or other assigned staff who determine eligibility for social and public assistance benefits and programs.

## Distinguishing Characteristics

This is a supervisory-level classification that works under the direction of a Senior Supervisor, Employment and Family Service and is responsible for the supervision of Employment and Family Service (EFS) Specialists or other assigned staff as well as completing responsibilities related to determining eligibility for social and public assistance benefits and programs. The employee 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%

• Performs eligibility determination related responsibilities; oversees completion of employment assessments: determining and re-determining eligibility for financial and medical assistance, food stamps, emergency services, childcare, adoption, foster care, and other services in compliance with federal, state, and County regulations; reviews and monitors case maintenance activities; provides problem solving, conflict resolution, and de-escalation assistance to staff with clients; prepares and reviews case summaries and compiles required and requested County and state reports; reviews cases to ensure payment accuracy and compliance with regulations; monitors referrals to child support services, drug and alcohol counselors, and mental health agencies; conducts site visits to review overall performance of contracted providers and makes recommendations for program improvements; reviews and logs determinations completed by EFS Specialists in various data collection and information systems; provides assistance with preparation of appeal summaries; investigates alleged fraud connected to public assistance benefits.
- 30% +/- 10%

• Supervises and directs the work of EFS Specialists or other assigned staff; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; coordinates and/or provides training and instruction; evaluates employee performance; responds to employee questions, concerns, and problems; approves employee timesheets and leave requests; prepares and reviews documents related to timesheets, requests for leave, and overtime; monitors employees' needs for training; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.
- 20% +/- 10%

• Organizes, coordinates, monitors, and evaluates unit operations and procedures; establishes and implements unit goals; monitors and evaluates performance of unit activities and service delivery; utilizes database systems to evaluate employee and unit effectiveness; creates weekly and monthly

## Supervisor, Employment & Family Service

reports regarding unit performance; identifies performance issues and makes recommendations to increase effectiveness and quality of unit work performance and service delivery; explains and/or documents processes for the completion of specific tasks; communicates guidelines, policies, and procedures to employees.

10% +/- 5%

- Performs supporting administrative responsibilities; prepares and maintains various reports, records, and other documents; responds to emails and phone calls; attends various trainings and conferences for professional development; attends meetings with internal staff and community partners regarding delivery of services, processes, and policies; prepares and delivers presentations and/or trainings regarding social programs to staff, contracted providers, and community groups; responds to clients' complaints and questions; completes special projects as assigned.

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

- Bachelor's degree in social work, business administration, or a related field, and one (1) year of eligibility determination experience; or an equivalent combination of education, 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 and equipment including a computer and multifunction printer.

#### **Technology Requirements**

- Ability to operate a variety of software including word processing software (Microsoft Word), spreadsheet software (Microsoft Excel, Microsoft Access), electronic mail software (Microsoft Outlook), presentation software (Microsoft PowerPoint), departmental database software, case assignment tracking software, appointment management software, virtual communication software (Microsoft Teams), and other software as needed.

#### **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 the discipline or discharge of employees.

### **Mathematical Ability**

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

### **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 routine reports related to case documentation, quality reports, contracts, proposals, hearing appeals, time sheets, correspondence, caseload summaries, data management system reports, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Cuyahoga County Employee Handbook, Ohio Revised Code, Ohio Administrative Code, agency policies and procedures manual, Collective Bargaining Agreements, and state and federal regulations.
- Ability to prepare routine reports required to document cases, state mandated reports, quality reports, corrective action plans, audit reports, performance appraisals, memos, 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, and to follow instructions.
- Ability to use and interpret medical insurance and basic related legal terminology and language.
- Ability to communicate effectively with managers, co-workers, subordinates, customers, external agencies and businesses, medical institutions, educational institutions, employers, protective services, local law enforcement, union representatives, service providers, other County employees, and the general public.

### **Environmental Adaptability**

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

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Supervisor, Investigation	<b>Class Number:</b>	19022
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	11A
<b>Dept:</b>	Health and Human Services		

## Classification Function

The purpose of this classification is to supervise Investigators and conduct investigations to ensure integrity in the execution of Cuyahoga County public assistance programs.

## Distinguishing Characteristics

This is a supervisory-level classification that is responsible for supervising Investigators and Investigative Assistants in conducting public assistance program investigations for the County. This position works under general direction of the Manager, Investigation and receives direction as new or unusual situations arise. 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%

- Performs investigative duties; interprets laws, policies, and procedures pertaining to specific public assistance programs; monitors case activity and reviews cases to ensure that appropriate calculations, collections, or repayments were completed; recovers overpayments from various sources; reviews public assistance applications, records, and other documents to determine eligibility and identify cases of fraud; prepares reports for use in the evaluation and prosecution of fraud cases; acts as department liaison and coordinates with other public and private agencies providing services to clients; testifies in court and administrative hearings as needed; reviews overpayment claims for the IRS tax intercept program; reviews claims identified on the tax intercept list or Treasury Offset Program (TOP); processes bankruptcy claims in the system; ensures department processes comply with State and Federal regulations.

40% +/- 10%

- Supervises and directs the work of Investigators and Investigative Assistants; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; coordinates and/or provides training and instruction; evaluates employee performance; responds to employee questions, concerns, and problems; approves employee timesheets and leave requests; prepares and reviews documents related to timesheets, requests for leave, and overtime; develops and monitors unit work plans and work performance standards; monitors and provides for employee training needs; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.

15% +/- 5%

- Performs supporting administrative responsibilities; prepares various related reports, records, and other documents; responds to emails and phone calls; attends various trainings and meetings; prepares monthly productivity report; prepares, reviews, and sends reports to the State; provides service to members of the public and other agencies by responding to requests for information, service or appropriate referral; attends quarterly state fraud control meetings.

Supervisor, Investigation

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

- Bachelor's degree in business administration, criminal justice, or a related field, and three (3) years of public assistance eligibility determination or investigations experience; or any equivalent combination of education, 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 office machines and equipment including a computer and multifunction printer.

#### **Technology Requirements**

- Ability to operate a variety of software including email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), word processing software (Microsoft Word), and case management software.

#### **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, evaluation, or promotion of other employees.
- Ability to recommend and act on the discipline or discharge of other 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 payroll documents, State Hearing and Compliance reports, claims management reports, subpoenas, investigation reports, prosecution reports, wage verification reports, notices, and other reports and records.

## Supervisor, Investigation

- Ability to comprehend a variety of reference books and manuals including Ohio Revised Code, the Employee Handbook, CJFS Manual, Public Assistance Manual, SNAP Certification Handbook, Cash Assistance Manual, Administrative Hearing Handbook, bankruptcy laws, and ethics policies.
- Ability to prepare monthly reports, subpoenas, performance evaluations, correspondence, memos, forms related to case processing (i.e., referral cancellation form, disqualification form, etc.) 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 persuade and influence others, to record and deliver information, to explain procedures, maintain confidentiality of restricted information, and to follow instructions.
- Ability to use and interpret accounting, and related legal terminology and language.
- Ability to communicate effectively with immediate supervisor, subordinates, co-workers, clients, case targets, witnesses, families, other county departments, other County employees, Court personnel, law enforcement personnel, and the general public.

## Environmental Adaptability

- Work is typically performed in an office environment, in the field, and in clients' homes.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Supervisor, Mail Room	<b>Class Number:</b>	10031
<b>FLSA:</b>	Non-Exempt	<b>Pay Grade:</b>	4A
<b>Dept:</b>	Public Works		

## Classification Function

The purpose of this position is to direct and guide Mail Clerks in the compilation and dissemination of the mail to various County departments.

## Distinguishing Characteristics

This is a supervisor-level classification responsible for the supervision of Mail Clerks. This class works under the direction from the Senior Supervisor, Mail Room and performs duties within a framework of policies, procedures, and regulations. Employees are expected 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.**

75% +/- 10%

- Coordinates mail room operations; evaluates delivery schedules and revises as necessary; coordinates mail and package pick-up times according to postal and delivery service schedules; maintains supplies, office inventory, and office equipment for mail room; responds to routine inquiries and customer concerns; ensures that all mail is received, processed, and delivered; confirms all drive and walk routes are complete; pick up and drop off daily mail to the post office; update building directories; ensures projects with specials handling needs are met.

25% +/- 10%

- Supervises and directs the work of Mail Clerks in the distribution of County mail to the various departments; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; coordinates and/or provides training and instruction; evaluates employee performance; responds to employee questions, concerns, and problems; approves employee timesheets and leave requests; prepares and reviews documents related to timesheets, requests for leave, and overtime; develops and monitors unit work plans and work performance standards; monitors and provides for employee training needs; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.

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

- High school diploma or equivalent with two (2) years of mail processing or delivery experience; or an equivalent combination of education, training, and experience.
- Valid driver's license and proof of automobile insurance.

## Additional Requirements

- No special license or certification is required.

Supervisor, Mail Room

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

### **Physical Requirements**

- Ability to operate a variety of office machines and equipment including a computer, multifunction printer, and postage meter machine.
- Ability to stand and walk for prolonged periods of time, ability to lift, push, and pull up to 50 pounds, and ability to bend and twist.

### **Technology Requirements**

- Ability to operate a variety of software including email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), and word processing software (Microsoft Word).

### **Supervisory Responsibilities**

- Ability to provide instruction and training to other employees.
- Ability to assign, review, plan and coordinate the work of other employees and to maintain standards.
- 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, and divide.

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

- 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 review a variety of informational documents including request for leave, medical/patient records, personal checks, meter readouts, floor plans, billing invoices, vehicle maintenance report, delivery schedules, time sheets, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, collective bargaining agreement, index codes, equipment manuals, and postal regulations.
- Ability to prepare performance appraisals, log sheets, meter processing report, mileage report, time adjustments form, 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 & influence others, to record and deliver information, to explain procedures, maintain confidentiality of restricted information, and to follow instructions.

## Supervisor, Mail Room

- Ability to communicate effectively with employees, customers, supervisors, outside agencies, county employees, and the general public.

### **Environmental Adaptability**

- Work is typically performed in an office environment and traveling between County buildings.
- Work may involve exposure to temperature extremes, wetness, and humidity.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Identification Technician	<b>Class Number:</b>	10061
<b>FLSA:</b>	Non-Exempt	<b>Pay Grade:</b>	4
<b>Dept:</b>	Sheriff's Department		

## Classification Function

The purpose of this classification is to coordinate the daily operations of the Photo Identification Badges for the Cuyahoga County government, contracted vendors, attorneys, and Elected Officials employees.

## Distinguishing Characteristics

This is an entry level clerical/administrative classification. Employees at this level work under a well-defined framework of policies and procedures. Positions in this class initially receive immediate supervision, progressing to general supervision as the incumbents become able to work independently to perform the full range of duties associated with this class. Assignments are limited in scope, contain fairly routine tasks, and are performed within a procedural framework established by higher level employees.

## 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%
- Coordinates the daily operations of the Photo Identification Badges for the Cuyahoga County government, contracted vendors, attorneys, and Elected Officials employees; utilizes computerized identification system including a digital camera and a special printer to produce identification badges and security level access; maintains accuracy of database; performs regular maintenance cleaning of hardware; schedules vendor service of identification system; performs data file maintenance; backs-up system; collects fees for lost, stolen, damaged ID badges.
- 20% +/- 10%
- Maintains design templates for ID badges and supply storage of identification offices; stocks and distributes supplies; inventories office supplies and purchased supplies pertaining to the identification system.
- 10% +/- 5%
- Provides identification support for Human Resources and Communications Department; creates, distributes, and maintains employee and visitor badges; respond to public inquiries from designated Public Information Officers; coordinates authorized access rights for all badge holders; answers employee inquires; responds to staff requests; deactivate and destroy all County ID badges.
- 10% +/- 5%
- Produces non-routine documents and forms; prepares typed or printed copy of letters and memoranda; prepares computerized records, logs, and monthly reports; maintains manual and electronic filing system.

## Identification Technician

20% +/- 10%

- Performs related administrative duties; provides identification services to outside; provides support accessing, processing, monitoring and destroying classified documents; answer and respond to ID Unit telephone number.

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

High school diploma or equivalent with one 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.
- Ability to lift up to 30 pounds

#### **Mathematical Ability**

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

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

- 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 and prepare a variety of informational documents including drafts of documents, portfolio of departmental photos, activity reports on card reader usage, invoices, letters, memoranda, Council resolutions and other reports and records.
- Ability to comprehend a variety of reference books, drawings and manuals, Ohio Revised Code, personnel action forms, BCI background checks, and computer manuals.
- Ability to prepare identification badges, letters, memoranda, 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 communicate effectively with managers, supervisors, elected officials, and other County employees and the general public.

## Identification Technician

### Environmental Adaptability

- Work is typically performed in an office environment.

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