



Protecting Children by Strengthening Families

**Franklin County Children Services
POSITION DESCRIPTION**

Classification Title: Office Manager 1

Working Title: Office Manager 1

Division/Department: Policy & Performance Support

Job Status : Full-Time

FLSA Status : Exempt

PCN : 735300

Pay Range: 22

Probationary Period: 9 months

Classification#: 16821

Revision Date: 8/2022

Objective/Purpose

Provides direct supervision to office personnel performing clerical functions; oversees the activity and planning of the 24-hour front desk unit; develops and implements routine and complex procedures for clerical functions of work units; responsible for total clerical functions and work flow of assigned locations.

The employee will help the agency achieve CFSR standards and help ensure service delivery that focuses on Safety, Permanency and Well-being for the families served by the agency. The employee is committed to practicing cultural competence by: working respectfully and effectively with people of all cultures, classes, races, genders, ethnic backgrounds, religions, sexual orientations, mental and physical abilities, ages and appearances in a manner that recognizes, affirms and values the worth of individuals, families and communities and protects and preserves the dignity of each. The employee will adhere to the Agency's Guiding Principles by serving as a child welfare professional, valuing every child, honoring families, and valuing partnerships.

Given the nature of this classification's duties/responsibilities, it has been designated as Exempt under the governing Fair Labor Standards Act regulations and, therefore, is not entitled to formal overtime compensation and/or formal compensatory time.

ESSENTIAL DUTIES AND RESPONSIBILITIES

75% Supervises Data Management staff and other clerical support staff as assigned by ensuring 24-hour receptionist coverage at the 4071 front desk and creating and maintaining a 24-hour front desk shift coverage schedule ; assigns and monitors work, evaluates performance, and recommends appropriate personnel actions; provides training and staff development to employees; completes evaluations; holds/attend supervisory conferences and unit meetings manages a variety of email boxes; answers inquiries, addresses complaints, refers to others when appropriate; general department collaboration; and assumes responsibility for the total functions and workflow of the offices.

ADDITIONAL DUTIES AND RESPONSIBILITIES:

20% Ensures policies and procedures are updated in a timely manner; create reports; schedules meetings; assists with the integrity of data within OnBase/EDMS; serves on committee assignment(s).

5% Performs other related duties as assigned.

***Other related duties may include handling cases from Intake, if needed and if determined by HR to be qualified to do so.**

SUPERVISORY RESPONSIBILITIES

Yes – Responsible for the supervision of Data Management Staff: 735634, 735402, 735631, 735306, 735712

QUALIFICATIONS

Minimum Qualifications: Ability to add, subtract, multiply and divide whole numbers & to read and write common vocabulary plus 6 months clerical experience and 4 months training and/or exp. in supervision; or equivalent.

Preferred Qualifications: High school graduate or equivalent; minimum 3 years clerical exp. or equivalent; prior supervisory or lead worker experience; typing speed of 50 wpm.

Certification or Licensure: A valid Ohio Driver’s License and automobile insurance that is in compliance with Franklin County Children Services policy is required for travel. Travel can occasionally include out of state travel which may require airline travel.

AMERICAN WITH DISABILITIES SPECIFICATIONS

Physical Requirements: Ability to operate standard office equipment in the performance of job functions (e.g. telephone, calculator, printer, scanner, microfiche, computer, copying machine, automobile, fingerprint equipment).

Prolonged periods of sitting at a desk and working on a computer.

Ability to occasionally lift and move objects weighing 10 – 15 lbs.

Occasional pushing, pulling, kneeling, reaching, and standing.

Work Environment: Typical office environment. May be asked to visit other FCCS sites, homes or other facilities.

Signature of Agency Representative:

Charles Spinning
Executive Director

Date