

POSITION DESCRIPTION
FRANKLIN COUNTY CHILDREN SERVICES

An Equal Opportunity Employer

JOB CLASSIFICATION: <i>Office Manager 1</i>	DIVISION: <i>Family and Staff Support Services (FSSS)</i>	DEPARTMENT: <i>Data Management</i>
WORKING TITLE: <i>4071 Front Desk Office Manager 1</i>	PCN & CLASSIFICATION OF SUPERVISOR: <i>732510 Administrative Assistant 3</i>	JOB STATUS: <i>Full-time; 40 hours; five 8-hour shifts, primarily between 11am – 8 pm. Includes some weekend, early morning, and late evening hours</i>
CLASSIFICATION NO.: 16821	PCN: 735620 PAY RANGE: 17	REVISION DATE: 11/18
EQUIPMENT USED: <i>telephone calculator printer scanner</i> <i>computer copy machine fax machine</i>		
MINIMUM QUALIFICATIONS/EDUCATION /TRAINING REQUIRED: <i>Ability to calculate fractions, decimals, and percentages, and to read and write common vocabulary plus six (6) months clerical experience and four (4) months training and/or experience in supervision, or equivalent.</i> PREFERRED: <i>High school graduate or equivalent; minimum three (3) years clerical experience or equivalent; knowledgeable of Microsoft Office; typing speed of 40 wpm; four (4) months supervisory experience.</i>		
PURPOSE: <i>The employee, reporting directly to the Associate Director of Data Management, oversees the activities and planning of the 24 hour 4071 E. Main St. location Front Desk unit. The employee coordinates, supervises and brings continuous improvements to the clerical, phone receptionist, data entry, and scanning work; works collaboratively with the Intake Screening Department and other Data Management units to ensure effective data management and support services to meet the clients' needs. The employee will help the agency achieve CFSR standards and help ensure service delivery that focuses on the 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.</i>		

	<p>JOB DUTIES:</p> <p>60% Ensures effective and efficient supervision of the workflow and productivity within the unit by ensuring timely and accurate completion of work, which includes but is not limited to, scanning of documents into the Case File, SACWIS data entry from source documents, monitoring appropriate email boxes, ensuring mandated reporter letters are processed with the required time frame, assigning work, and other tasks as assigned. Ensures 24-hour receptionist coverage at the 4071 front desk by creating and maintaining a 24-hour front desk shift coverage schedule. Ensures coverage of Front Desk to cover unexpected staff absences.</p> <p>35% Evaluates performance and recommends appropriate personnel actions; provides staff development opportunities; writes/creates/maintains policies, procedures, and the department desk manual; conducts supervisory conferences and unit meetings; provides training to employees; answers inquiries and addresses complaints. Provides the needed front desk and other coverage as needed to ensure effective support services at all times.</p> <p>5% Performs other duties as assigned.</p> <p><i>*Other related duties may include handling cases from Intake, if needed and if determined by HR to be qualified to do so.</i></p>	
<p>List no. of positions and Class Titles of positions supervised Supervises between 9 -15 staff. Positions include DEO2s , a DEO3, and a Clerical Specialist</p>	<p>_____</p> <p>Signature of Agency Representative</p>	<p>_____</p> <p>Date</p>