

Franklin County Board of Commissioners Classification Specification & Job Description

CLASSIFICATION TITLE: Quality Control/Review Supervisor	CLASS NUMBER: 70504	FLSA: Exempt	
AGENCY/DIVISION: Department of Job & Family Services - Northland	JOB TYPE: Full Time, Classified	PROBATION PERIOD: 180	
BARGAINING UNIT: Non-Bargaining	PAY GRADE: N16	POSITION CONTROL #: Varies	
POSITION LOCATION: 1721 Northland Park Ave, Columbus, OH 43229	TYPICAL WORK SCHEDULE: Monday – Friday 8:00 AM – 5:00 PM	SUPERVISOR (PCN): Administrative Officer (100660)	
JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED: IM Case Control Reviewer (Varies) Customer Service Assistant (Varies)			

CLASSIFICATION PURPOSE:

The primary purpose of the Quality Control/Review Supervisor classification is to supervise work of assigned staff, to assign and review work, and to provide feedback and recommendations for corrective actions to maintain compliance with State and Federal guidelines.

JOB DUTIES:

Supervise assigned staff. Assign work consisting of internal & external reviews checking for accuracy and completion, that is in compliance with state and federal guidelines in addition to quality control regulations and procedures. Evaluate assigned staff job performance. Plan and implement work policies and procedures for the unit: conducts staff meetings, conferences and training sessions for employees: interviews prospective employees and evaluates performance; disciplines employees, as necessary.

Compile statistics and writes reports for agency administrative staff concerning specific problem areas as identified by quality resources and quality control reviews. Prepare monthly statistical reports. Provide feedback and make recommendations for corrective action to case managers, case manager supervisors and/or center directors. Attend staff meetings conferences and training sessions to remain current on regulations, procedures and techniques. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of management; supervision; office management; office practices and procedures; agency policies and procedures; government structure and process; interviewing. Skill in word processing; equipment operation. Ability to define problems, collect data, establish facts and draw valid conclusions; calculate fractions, decimals, and percentages; use algebra; use statistical analysis; originate routine business letters reflecting standard procedures; prepare meaningful, concise, and accurate reports; use proper research methods in gathering data; cooperate with coworkers on group projects.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Any equivalent combination of relevant training and experience including but not limited to: Associate's degree in social science or related field with five (5) years of quality control review experience.

Additional Requirements

Must meet background check requirements.

Supervisory Responsibilities

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

UNUSUAL WORKING CONDITIONS:

N/A

Acknowledgement of Receipt:

Franklin 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 and current employees to discuss	Effective Date:_
potential accommodations with the employer.	

I acknowledge that I have received a copy of my positio described in the position description.	n description and can perform t	he essential functions of the job duties as
Employee Name	Employee Signature	Date