

CLASSIFICATION TITLE: Chief Operating Officer	CLASS NUMBER: 90017	FLSA: Exempt
AGENCY/DIVISION: Department of Job & Family Services - Northland	JOB TYPE: Full Time, Unclassified	PROBATION PERIOD: N/A
BARGAINING UNIT: Non-Bargaining	PAY GRADE: N24	POSITION CONTROL #: 930008
POSITION LOCATION: 1721 Northland Park Ave., Columbus, OH 43229	TYPICAL WORK SCHEDULE: Monday – Friday 8:00 AM – 5:00 PM	SUPERVISOR (PCN): Director (930001)
JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED: As assigned		

CLASSIFICATION PURPOSE:

The primary purpose of the Chief Operating Officer classification is to oversee the daily operations for the department.

JOB DUTIES:

Responsible for managing the day-to-day operations of the agency. Provide direct leadership, oversight, and strategic planning for administering of all state public assistance programs in Franklin County as well as the agency's Workforce Development, Work Activity and Prevention, Retention, Contingency (PRC) programs and/or others as they are developed. Lead, guide, and oversee all agency operation initiatives. Ensure coordination, collaboration of internal services. Evaluate and monitors current agency operations and programs and develops new and revised programs and processes. Provide leadership for strategic business plans to ensure future continuity of services and staffing. Serve as the chief compliance officer ensuring programmatic and staff compliance with all applicable laws, regulations, and policies governing the administration of public assistance programs. Make recommendations to state and federal officials relative to new or existing regulations and issues. Responsible and accountable for agency operational standards and outcomes. Assume total responsibility for agency operations in director's absence.

Effect personnel decision-making within the agency. Make recommendations in regards to workforce, disciplinary actions, transfers, etc. Facilitate discussions with agency staff on relevant topics of concern and progress measures. Conduct annual performance evaluations and establish goals. Use county computer systems for communication. Serve as a liaison and agency representative with both internal and external stakeholders, including federal, state, and local officials. Represent the agency in the public meetings of the Board of Commissioners. Respond to county inquiries, including those relating to operations, benefits or regulatory efforts. Consult with the Deputy Director, Communications on media responses or media issues. Consult with Assistant Director, Chief Legal Counsel in matters of litigation, or the impact of legal actions that could affect the agency's business operations or model. Analyze, interpret, and provide action plans to improve key performance indicators. Negotiate collective bargaining agreements. Facilitate labor management meetings and dialogue.

Develop or implement public relations efforts in accordance with directives from director. Maintain memberships with various agency-related professional organizations. Maintain positive relations with various community and business partners, as well as community organizations with historical linkages to the agency. Act as the agency and/or Commissioners representative on various community coalitions and workgroups. Lead and/or attends various meetings at the request of and on behalf of the agency director. Resolve complex problems and serves as a liaison with clients as well as local, state, and federal officials regarding issues and difficult cases. Provide leadership to the local community on issues relating to family stability and family support programs and initiatives. 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 business management; business processes, statistical analysis, process improvements, labor relations; work force planning; human resources development; supervision; public relations; human relations; agency policy and procedures; government structure and process; business; law. Skills in computer software and hardware equipment operation; deal with many variables and determine specific action; recognize safety warnings; maintain accurate records; make appointments; understand manuals and verbal instructions, technical in nature; prepare meaningful, concise and accurate reports; use proper research methods in gathering data; prepare and deliver speeches before specialized audiences and general public; originate and/or edit articles and publication; work alone on most tasks; cooperate with coworkers on group projects; handle sensitive inquiries from and contacts with officials and general public; establish friendly atmosphere in agency; resolve complaints from angry citizens and governmental officials.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Any equivalent combination of relevant training and experience including but not limited to: Bachelor's degree in business, management, process improvement or related field with five (5) years of business management, or related 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:

This is an unclassified position that serves at the pleasure of the Board of Commissioners.

Acknowledgement of Receipt:

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

Employee Name

Employee Signature

Date