

STATE OF OHIO (DAS)
CLASSIFICATION
SPECIFICATION

CLASSIFICATION SERIES:

ODJFS Field Operations

SERIES NO.:

6425

MAJOR AGENCIES:

Ohio Department of Job & Family Services only

EFFECTIVE DATE:

02/26/2012

SERIES PURPOSE:

The purpose of the ODJFS field operations management occupation is to increase the effectiveness of the delivery of employment services &/or unemployment compensation services to the citizens of Ohio.

Incumbents coordinate, monitor & direct operations of assigned field offices throughout state, oversee functions of employment services &/or unemployment compensation program delivery, determine efficiency methods & supervise assigned staff or serve as person-in-charge of Office of Local Operations during absence of higher-level ODJFS field operations staff & provide program support, guidance & administrative support to district coordinators assigned to specific district or program area.

A field office is a One Stop Center, Call Center or Processing Center.

Note: This class is reserved for use by the Department of Job & Family Services only.

JOB TITLE

ODJFS Field Operations Coordinator

JOB CODE

64251

PAY GRADE

15

EFFECTIVE

02/28/2010

CLASS CONCEPT:

The first administrative level class works under direction & requires thorough knowledge of unemployment compensation &/or employment services in order to coordinate employment service &/or unemployment compensation program delivery in 2 or more assigned field offices throughout state, monitor program implementation to ensure policies & procedures are in compliance with federal & state law & program manuals & supervise field office managers, or serve as person-in-charge during absence of higher-level ODJFS field operations staff (i.e., ODJFS field operations assistant director or ODJFS field operations director) & provide program support, guidance & administrative support to ODJFS field operations coordinators assigned to specific district.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
ODJFS Field Operations Coordinator	64251	EX	02/28/2010	15

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Coordinates, monitors & directs operations of 2 or more assigned field offices throughout state, monitors & ensures delivery of service to customers, handles complaints & resolves disputed issues, ensures policies & procedures are in compliance with federal & state law & program manuals, recommends changes for existing policies & procedures, makes recommendations on implementation procedures for new programs, supervises field office managers & other staff as assigned, interviews & recommends applicants for hire, determines staffing levels of facilities located within district, assigns intermittent budget hours based on projected work levels, transfers staff between offices to meet work load demands, approves/disapproves leave requests, reviews performance evaluations of on-line staff, reviews payroll & personnel records to ensure accuracy, determines goals & objectives, assist managers in resolving issues (e.g., staffing, work flow, work load discipline, corrective action), OR serves as person-in-charge during absence of higher-level ODJFS field operations staff (i.e., assistant director or director), provides program support, guidance & administrative support to district coordinators (i.e., ODJFS field operations coordinators) assigned to specific districts & to field office managers during unavailability of assigned district coordinator, serves as liaison between district coordinators & ODJFS Offices (e.g., Office of Unemployment Compensation; Office of Workforce Development; Office of Fiscal Services), researches verbal & written complaints & inquiries from internal & external sources & recommends new or changes in existing policies & procedures to correct problems, establishes goals & objectives for Office of Local Operations & represents higher-level staff at unemployment compensation &/or employment services meetings.

Monitors operations of One Stop coordinators & field office managers on implementation of One Stop proposal; meets with One Stop partner agencies & field office managers to identify problems & arrive at solutions; monitors progress of One Stop program.

Develops, evaluates & coordinates account executive program; supervises account executive staff located within assigned district; provides guidance & support to account executives & field office managers; assists account executives in monitoring employer service activities & programs for effectiveness & efficiency; corrects irregularities & inadequacies of program; formulates program procedures; provides technical assistance to promote & market ODJFS services; coordinates ongoing employer service activities.

Establishes & coordinates implementation of assigned areas (e.g., Processing Center, One Stop Center, Call Center), identifies sites, staffing & budget requirements; establishes goals & objectives.

Monitors building & equipment conditions; requests contract bids & approves expenditures of funds for field office spending authority; approves requests for supplies; monitors cost center budget to ensure compliance.

Negotiates financial & non-financial agreements with other agencies, entities & private businesses (e.g., joint services; testing); authorizes travel & expense reports; writes correspondence; represents agency at workshops, seminars & conferences; conducts &/or attends meetings with agency staff, general public, employers or other outside entities; directs development of plan of services for individual field offices; attends &/or conducts staff meetings; makes interim on-site visits to field offices & monitors program procedures, discusses employee relations & inspects facilities; represents office in labor disputes at grievance level 2; hears level 2 & exempt employee grievances & writes & issues written decisions; monitors labor policies & procedures to ensure statewide compliance with collective bargaining agreements; operates personal computer to enter &/or retrieve data &/or to generate reports & correspondence.

Discusses employee relations; acts as district liaison with employers, labor organizations & community agencies; responds to & works to resolve both employee & public complaints; represents agency & district on committees & tasks forces; conducts district-wide labor management & health & safety meetings; attends meetings & provides support to local & divisional employer groups; represents agency at mediation/arbitration as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of public or business administration; state & federal regulations & agency policies & procedures governing unemployment compensation &/or employment services program delivery; supervisory principles/techniques; managerial principles/techniques; public relations; employee training & development. Skill in operation of personal computer. Ability to define problems, collect data, establish facts, draw valid conclusions & establish priorities; interpret extensive variety of technical material in books, journals & federal regulations manual; write &/or edit policy manuals; handle sensitive contacts with employees &/or customers when resolving problems & maintain composure; manage conflict in variety of situations with employees/customers; establish friendly atmosphere as supervisor by motivating employees & managing

diversity; write meaningful, concise & accurate reports; develop good rapport with employers & program operators. Demonstrated competence in the following: acting with integrity, adapting for impact, building productive relationships, continuously improving quality, developing self, focusing on customers, valuing cultural diversity, developing staff & others, fostering team development, directing & measuring work, informing, making effective decisions, managing priorities, managing change, navigating organizational politics, cultivating vision & purpose, & thinking strategically.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in public or business administration; 18 mos. trg. or 18 mos. exp. in state & federal laws & regulations governing unemployment compensation &/or employment services program delivery which included 12 mos. exp. in managerial principles/techniques; 12 mos. trg. or 12 mos. exp. in supervisory principles/techniques; 12 mos. trg. or 12 mos. exp. interpreting labor agreements; 12 mos. trg. or 12 mos. exp. in budget management (e.g., staffing & operational expenditures); 6 mos. exp. in implementing &/or maintaining field office policies & procedures governing unemployment compensation &/or employment services program delivery; 6 mos. trg. or 6 mos. exp. in operation of personal computer; 6 mos. trg. or 6 mos. exp. in public relations; required to provide own transportation for travel; required to maintain automobile insurance pursuant to Section 4509.51 of Revised Code.

-Or completion of undergraduate core program in public or business administration or related field of study; 3 yrs. exp. in managerial position in public sector or private organization providing program delivery or similar service/activities; 12 mos. trg. or 12 mos. exp. in labor relations &/or personnel practices; 12 mos. trg. or 12 mos. exp. in budget management (e.g., staffing & operational expenditures); 6 mos. trg. or 6 mos. exp. in operation of personal computer; 6 mos. trg. or 6 mos. exp. in public relations; required to provide own transportation for travel; required to maintain automobile insurance pursuant to Section 4509.51 of Revised Code.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Requires overnight travel; works irregular schedule; works weekends.