NEW 13 NOV 1988

OHIO CLASSIFICATION SPECIFICATION *Developed for Equal Opportunity*	CLASS TITLE: Support Officer Supervisor	CODE: 06115
	MAJOR AGENCIES: Counties	JURISDICTION: County

FUNCTION: Under general supervision from support chief, supervises support officers & others, resolves difficult & unusual support cases, coordinates subordinate unit's work with that of other units, prepares management reports & program analyses & coordinates agency's participation in state administrative hearings regarding child support enforcement cases;

· PERFORMS RELATED DUTIES AS REQUI

RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	72-78	Supervises support officers & others in activities related to establishment & enforcement of support obligations, origination & processing of support cases (e.g., ensures unit's work completed in timely & accurate manner, determines work priorities, ensures prescribed procedures are followed, provides direction or resolution of unusual cases, monitors work progress to improve effectiveness & efficiency, evaluates employee performance, provides training to subordinate staff & others), resolves support cases involving difficult & unusual circumstances, coordinates subordinate unit's work with that of other units & performs interviewing duties as necessary.	Knowledge of (1) employee training & development, (2) supervision*, (3) principles & practices of support establishment & enforcement, (4) social sciences (e.g., social work, sociology, psychology, child & family community services, rehabilitation), (5) public relations, (6) principles of resolution of human problems, (7) management* (8) agency policies & procedures (e.g., support establishment & enforcement), (9) principles of interviewing; ability to (10) interpret extensive variety of technical material in books, journals & manuals, (11) calculate fractions, decimals & percentages, (12) prepare meaningful, concise & accurate reports, (13) gather, collate & classify information about data, people or things, (14) establish friendly atmosphere as supervisor of work unit, (15) handle

123.1-f-02 (10)

*Developed after employment

UNUSUAL WORKING CONDITIONS:

MINIMUM CLASS REQUIREMENTS: *(including license, if any.)* Completion of undergraduate major core coursework in social sciences (e.g., social work, sociology, psychology, child & family community services, rehabilitation) plus: 24 mos. trg. &/or exp. in principles & practices of support establishment & enforcement & agency's relevant policies & procedures; 24 mos. trg. &/or exp. in principles of

TRAINING & DEVELOPMENT:

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RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
			sensitive inquiries from & contacts with officials & general public.
2	22-28	Prepares management reports, program analyses & other reports as prescribed & upon request (e.g., courts, county officials); initiates appropriate measures to improve effectiveness & efficiency of subordinate unit; informs supervisor of potential problems, unusual situations & overall status of unit; attends section meetings; coordinates agency's participation in state administrative hearings for child support enforcement matters (e.g., researches case files, determines agency's position on issues, prepares detailed pre-hearing reports, conducts related correspondence, coordinates staff appearances &/or represents agency at hearings).	Knowledge of 1, 2*, 3, 4, 5, 6, 7*, 8, 9, (16) government structure & process in relation to state administrative hearings*; ability to 10, 11, 14, 15, (17) use proper research methods in gathering data, (18) develop complex reports & position papers.

123 : 1-8-02 (11)

*Developed after employment

MINIMUM CLASS REQUIREMENTS: *(including license, if any.)*

resolution of human problems; 12 mos. trg. &/or exp. in public relations; 12 mos. trg. &/or exp. in employee training & development; 12 mos. trg. &/or exp. in principles of interviewing; or ability to calculate fractions, decimals & percentages & read & write common vocabulary plus: 5 yrs. relevant work exp. to include support establishment & enforcement, resolution of human problems, interviewing & public relations; or 12 mos. work exp. as Support Officer 2, 06112, or equivalent.