

STATE OF OHIO (DAS)CLASSIFICATION
SPECIFICATION**CLASSIFICATION SERIES:**

Local Office Manager

SERIES NO.:

6427

MAJOR AGENCIES:

Department of Job & Family Services only

EFFECTIVE DATE:

03/07/2004

SERIES PURPOSE:

The purpose of the local office manager occupation is to manage & direct employment services & unemployment compensation services in assigned local office & supervise assigned staff.

The managerial class levels progress in relation to the size of the local office as defined by Department of Job & Family Services (i.e., 1-16 full-time permanent employees defines a small office; 16-30 full-time permanent employees defines a medium office; 31 or more full-time permanent employees defines a large office).

At the first managerial level, incumbents manage & direct employment services & unemployment compensation services in small or medium local office or small or medium customer service center & supervise assigned staff.

At the second managerial level, incumbents manage & direct employment services & unemployment compensation services in large local office or large customer service center & supervise assigned staff.

The series is designed exclusively for Department of Job & Family Services.

Note: To determine number of employees on staff, only full-time permanent employees (i.e., those budgeted for 2080 work hours/year) or the equivalent (i.e., 2 part-time permanent employees, budgeted for 1040 work hours/year, equal one full-time permanent employee) may be counted.

CLASS TITLE:

Local Office Manager 1

CLASS NUMBER:

64271

EFFECTIVE DATE:

03/07/2004

CLASS CONCEPT:

The first managerial level class works under direction & requires thorough knowledge of providing federally mandated employment services & unemployment compensation benefits in order to manage & direct activities of employment services & unemployment compensation services in small local office or small customer service center (i.e., 2-15 full-time permanent employees) or medium local office or medium customer service center (i.e., 16-30 full-time permanent employees) & supervise assigned staff.

CLASS TITLE:

Local Office Manager 2

CLASS NUMBER:

64272

EFFECTIVE DATE:

03/07/2004

CLASS CONCEPT:

The second managerial level class works under direction & requires thorough knowledge of providing federally mandated employment services & unemployment compensation benefits in order to manage & direct activities of employment services & unemployment compensation operations in large local office or large customer service center (i.e., 31 or more full-time permanent employees) & supervise assigned staff.

CLASS TITLE: Local Office Manager 1	CLASS NUMBER: 64271	BARGAINING UNIT: EX
---	-------------------------------	-------------------------------

EFFECTIVE DATE:
03/07/2004

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.)

Manages & directs activities of employment services & unemployment compensation services in small local office or small customer service center (i.e., 2-15 full-time permanent employees) or medium local office or medium customer service center (i.e., 16-30 full-time permanent employees) & supervises assigned staff, performs administrative, operational & maintenance functions for full-service office (e.g., directs all activities of office & evaluates office operation, staff assignments & programs; ensures compliance with laws & regulations & recommends changes; develops & implements plan of service; interviews & recommends applicants for hire; reviews, interprets & implements policy & procedures for office personnel; conducts & attends staff & administrative meetings & training conferences).

Plans, administers &/or participates in public relations program, contacts employers, explains ODJFS services, solicits job orders & contacts community organizations to promote understanding of ODJFS services.

Prepares &/or directs preparation of reports & correspondence; plans & prepares budget; collects, disseminates & reports labor market information; maintains accuracy of workload reporting & recording operations; negotiates, approves & monitors service contracts.

MAJOR WORKER CHARACTERISTICS:

Knowledge of supervisory principles/techniques; employee training & development; office management; office practices & procedures required to implement employment services & unemployment compensation programs*; state &/or federal laws & regulations governing implemented employment services & unemployment compensation programs*; public relations; labor market data & employment trends; available human resource training & development programs*. Ability to define problems, collect data, establish facts & draw valid conclusions; prepare meaningful, concise & accurate reports; handle sensitive inquiries from & contacts with officials & general public.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

24 mos. trg. or 24 mos. exp. in providing either federally mandated employment or unemployment compensation services to clients; 12 mos. trg. or 12 mos. exp. in supervisory principles/ techniques.

-Or completion of undergraduate core program in business or public administration or management science; 12 mos. exp. in office management.

-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:

Not applicable.

CLASS TITLE: Local Office Manager 2	CLASS NUMBER: 64272	BARGAINING UNIT: EX
---	-------------------------------	-------------------------------

EFFECTIVE DATE:

03/07/2004

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.)

Manages & directs employment services & unemployment compensation services in large local office or large customer service center (i.e., 31 or more full-time permanent employees), supervises assigned staff & performs administrative, operational & maintenance functions for full-service office (e.g., directs all activities of office & evaluates office operation, staff assignments & programs; ensures compliance with laws & regulations & recommends changes; develops & implements plan of service; interviews & recommends applicants for hire; reviews, interprets & implements policy & procedures for office personnel; conducts & attends staff & administrative meetings & training conferences).

Plans, administers &/or participates in public relations program, contacts employers, explains ODJFS services, solicits job orders & contacts community organizations to promote understanding of ODJFS services.

Prepares &/or directs preparation of reports & correspondence; plans & prepares budget; collects, disseminates & reports labor market information; maintains accuracy of workload reporting & recording operations; negotiates, approves & monitors service contracts.

MAJOR WORKER CHARACTERISTICS:

Knowledge of supervisory principles/techniques; employee training & development; office management; state &/or federal laws & regulations governing implemented employment services & unemployment compensation programs; public relations; labor market data & employment trends; available human resources training & development programs*. Ability to define problems, collect data, establish facts & draw valid conclusions; prepare meaningful, concise & accurate reports; handle sensitive inquiries from & contacts with officials & general public.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

36 mos. trg. or 36 mos. exp. in providing either federally mandated employment or unemployment compensation services to clients; 18 mos. trg. or 18 mos. exp. in supervisory principles/ techniques; 12 mos. trg. or 12 mos. exp. in office management.

-Or 12 mos. exp. as Local Office Manager 1, 64271.

-Or completion of undergraduate core program in business or public administration or management science; 18 mos. exp. in office management.

-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:

Not applicable.