



F. Allen Boseman, Chairman  
 Thomas Colaluca, Commissioner  
 Deborah Southerington, Commissioner

To: PRC Commissioners

From: Rebecca Kopcienski, Director

Date: January 8, 2026

Re: Classification Plan Administration

I am requesting the following modifications to the Cuyahoga County Non-Bargaining Classification Plan be considered by the Personnel Review Commission at the January 14, 2026, Commission meeting. Routine maintenance and changes in departments' operational needs necessitate classifications be created, revised, and deleted. These changes have been prepared by the PRC Class and Comp staff and reviewed by the PRC's Manager of Classification and Compensation, who has worked extensively with the Department of Human Resources and County's management teams to ensure they are fully informed of these proposed changes.

Below are the recommended changes.

REVISED CLASSIFICATIONS ( <i>Revised Title</i> )	CURRENT PAY GRADE & FLSA	RECOMMENDED PAY GRADE & FLSA	DEPARTMENT
Communications Analyst 1 16171	8B Non-Exempt	8B Non-Exempt (No Change)	Information Technology
Worker's Compensation Coordinator 14091 ( <i>Worker's Compensation Specialist</i> )	11A Exempt	9A Exempt	Human Resources
DELETED CLASSIFICATION	PAY GRADE and FLSA STATUS		DEPARTMENT
Social Service Specialist 13091	6A Non-Exempt		Sheriff's Department

CURRENT CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
16171	Communications Analyst 1	Information Technology	Non-Exempt	8B
PROPOSED REVISED CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
16171	Communications Analyst 1	Information Technology	Non-Exempt	8B

<b>Requested By:</b>	Personnel Review Commission
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<b>Rationale:</b>	PRC routine maintenance. Classification last revised in 2021. Updates were made to the distinguishing characteristics, essential functions, and language and formatting. A minimum qualifications equivalency table was added. No change to pay grade or FLSA status.
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<b>No. of Employees Affected:</b>	One (1)
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<b>Dept.(s) Affected:</b>	Information Technology
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<b>Fiscal Impact:</b>	None
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<b>Staffing Implications:</b>	None
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<b>PRC Contact(s):</b>	Verona Blonde, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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<b>Human Resources and Management Contact(s):</b>	<b><u>Date of Contact:</u></b>	<b><u>Type of Contact:</u></b>	<b><u>Reason:</u></b>
Daniel Gerstenslager – Manager, Voice-Video Communications	11/19/2025	Email	Review of Class Spec Draft
	12/11/2025	Email	Reminder
	12/11/2025	Email	Question Regarding edits
	12/22/2025	Email	Reminder
	1/7/2025	Email	Notification of Pay Grade
Jeremy Mio – Information Security Officer	12/23/2025	Email	Question regarding title change for manager
Jim Battigaglia - Archer Consultant	12/31/2025	Email	Request for Pay Grade Recommendation
Kelli Neale - Program Officer 4 John Kennick - Manager, Compensation	1/6/2025	Email	Notification of Pay Grade

## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Communications Analyst 1	<b>Class Number:</b>	16171
<b>FLSA:</b>	Non-Exempt	<b>Pay Grade:</b>	8B
<b>Dept:</b>	Information Technology		

### Classification Function

The purpose of the classification is to configure, install, and maintain the County's analog line support and VoIP system which includes the call processing system, software configuration, and wire line replacement solution.

### Distinguishing Characteristics

This is an entry level technician classification responsible for configuring, installing, and maintaining the County's analog line support and VoIP system and providing support to other communication analysts. Employees in this class work under supervision of the Manager, Voice Video Communications. The employee works within a framework of established regulations, policies, and procedures and receives detailed instructions as new or unusual situations arise. This classification requires less experience and has a limited scope of responsibilities compared to Communications Analyst 2.

### Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

35% +/- 10%

- Administers the County's call processing system; works with vendors and other communication analysts to update system software, wiring, and hardware; monitors the system to ensure uninterrupted service; assembles server racks that are used to house computer servers or video equipment.

30% +/- 10%

- Provides technical support for the County's telecommunication system; configures, installs, and replaces old/broken phones with Cisco Internet Protocol (IP) phones; repairs telecommunication infrastructure in County buildings (e.g. wiring and jacks); reviews the County's current communications layout; delivers, disposes of, and performs inventory of IP equipment; coordinates moves, adds, and changes VOIP hardware.

30% +/- 10%

- Resolves telecommunication problems in the County; corresponds with users regarding problems and solutions; researches solutions to telecommunication problems; translates user requests into physical systems supporting the video and voice infrastructure; implements technical architecture and physical designs.

5% +/- 2%

- Keeps current on emerging web technologies; attends project planning meetings.

### Minimum Training and Experience Required to Perform Essential Job Functions

- Associate degree in computer/communications system infrastructure with one (1) year of experience in installation and repair of communication systems infrastructure; **or any equivalent combination of education, training, and experience as defined below.**

Highest degree of education attained	Experience required
High school diploma/GED	3 years
Unrelated associate degree	3 years
Related associate degree	1 years
Unrelated bachelor's degree	3 years
Related bachelor's degree	0 years
Unrelated master's/doctoral degree	1 year
Related master's/doctoral degree	0 years

*Related degree fields:* computer science, electrical engineering, network engineering, and information technology.

*Related experience:* POTS lines, phone line wiring, punching down wires, toning lines.

### Additional Requirements

- No special license or certification is required.

### Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

#### Physical Requirements

- Ability to operate and install a variety of office machines and equipment including computers, peripheral equipment, multifunction printer, and telecommunication equipment.
- Ability to walk, crawl, crouch, bend, twist, and push, pull, and lift up to 100lbs (with assistance).
- Ability to operate a variety of hand tools (e.g. power drills, wire cutters, pliers, punch down tool, toner and tagger, crimper tool) for the installation and maintenance of telecommunication devices (e.g. telephones, ethernet switches, VoIP servers).

#### Supervisory Responsibilities

- No supervisory requirements required.

#### Technology Requirements

- Ability to operate a variety of software and databases including call accounting and reporting software (Infotel); call control and session management platforms (CISCO Unified Environment), call security software (Securelogix), information technology service management software (Cherwell), spreadsheet software (Microsoft Excel, Microsoft Access), telepresence software (Cisco Telepresence) videoconferencing software (WebX), and word processing software (Microsoft Word).

### **Mathematical Ability**

- Ability to add, subtract, multiply, divide, calculate decimals and percentages, and perform routine statistics.

### **Language Ability & Interpersonal Communication**

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing established criteria to define impact and develop alternatives.
- Ability to comprehend a variety of informational documents including phone bills, data point chart, agency phone list, user requests, call flow reports, electrical diagrams, architectural drawings, network diagrams, and technical information documents.
- Ability to comprehend a variety of reference materials and manuals including the Employee Handbook, Ohio Revised Code pertaining to public records, computer software and reference manuals, programming manuals, and technical information documents.
- Ability to prepare phone usage/call flow reports, expense sheets, purchase orders, emails, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to use and interpret basic electrical terminology and language.
- Ability to communicate with other County employees, supervisors, and vendors.

### **Environmental Adaptability**

- Work is typically performed in an office environment.
- Work may involve exposure to smoke, dust, or electrical currents.

*Cuyahoga 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 employees and incumbents to discuss potential accommodations with the employer.*

CURRENT CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
14091	Worker's Compensation Coordinator	Human Resources	Exempt	11A
PROPOSED REVISED CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
14091	Worker's Compensation Specialist	Human Resources	Exempt	9A

<b>Requested By:</b>	Personnel Review Commission
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<b>Rationale:</b>	PRC routine maintenance. Classification last revised in 2020. Updates were made to the classification function, distinguishing characteristics, essential functions, supervision, and language and formatting. Pay grade decreased from 11A to 9A.
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<b>No. of Employees Affected:</b>	None (0)
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<b>Dept.(s) Affected:</b>	Human Resources
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<b>Fiscal Impact:</b>	None
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<b>Staffing Implications:</b>	None
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<b>PRC Contact(s):</b>	Verona Blonde, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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<b>Human Resources and Management Contact(s):</b>	<b><u>Date of Contact:</u></b>	<b><u>Type of Contact:</u></b>	<b><u>Reason:</u></b>
Amy Marquit Renwald	10/29/2025 12/10/2025 12/22/2025 12/29/2025 1/2/2025  1/6/2025	Email Email Email Email TEAMS meeting  Email	Review of Class Spec Draft Reminder Response to Edits Notification of Pay Grade Discussion regarding change in job duties Notification of Pay Grade
Jim Battigaglia - Archer Consultant	12/22/2025	Email	Request for Pay Grade Recommendation
Kelli Neale - Program Officer 4 John Kennick - Manager, Compensation	1/6/2025	Email	Notification of Pay Grade



## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Workers' Compensation Specialist	<b>Class Number:</b>	14091
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	9A
<b>Dept:</b>	Human Resources		

### Classification Function

The purpose of this classification is to coordinate intake of workplace injury/illness incidents, coordinate processing, investigation, and resolution of claims, and make recommendations throughout the lifecycle of claims.

### Distinguishing Characteristics

This is a journey-level classification that is responsible for coordinating intake of workplace injury/illness incidents as well as processing, investigating, and resolving claims, including supporting the Alternative Work Program. This class works under regular guidance of the Manager, Workers' Compensation within a framework of established regulations, policies, and procedures. The employee is expected to independently exercise judgment in performing work and ensure that assigned activities are planned and completed in a timely and efficient manner.

### Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 35% +/- 10%
  - Processes workplace injury/illness claims filed with the Bureau of Workers' Compensation (BWC); reviews and interprets all claim documents (e.g., County Accident Investigation Report, Bureau of Workers' Compensation (BWC) records, First Report of Injury, medical records, legal documents etc.); recommends claim trajectory and strategy; reviews, confers, and coordinates with human resources personnel, Environmental Health and Safety (EHS) team, workers' compensation team, prosecutors, attorneys, and medical personnel in the course of claim resolution.
- 20% +/- 5%
  - Investigates workplace injury/illness incidents and claims; identifies, gathers, and reviews evidence (e.g., witness statement, security video, employee identification photo, badge access records, time and attendance records, prior claim history, prior medical information, etc.); evaluates conditions at the incident site; initiates investigation of questionable claims; provides a written report of findings.
- 15% +/- 5%
  - Convenes, attends, and/or participates in claim determination-related meetings with the County's Managed Care Organization (MCO), Third-Party Administrator (TPA), and BWC; researches and provides requested information as needed for MCO, TPA, and BWC activities; may attend and/or participate in depositions, hearings, court meetings, and other claim determination-related meetings.
- 10% +/- 5%
  - Coordinates return-to-duty and temporary alternative work assignments; may assist in identifying appropriate, available assignments for employees based on medical recommendations; communicates return-to-work instructions and assignment details to employee and their assignment supervisor; monitors claimants' alternative work, treatment, and return-to-work status; coordinates on-site physical therapy.

## Workers' Compensation Specialist

10% +/- 5%

- Participates in safety audit process with EHS team; reviews incidents (including those that do not result in a claim) to determine measures to prevent future incidents; participates in detailed site inspections; assists with developing new work practices and procedures and related safety training.

10% +/- 5%

- Performs related supporting responsibilities; prepares various reports, records, and other documents; attends meetings, trainings, seminars, and conferences; collaborates with EHS team to compile reports and documentation required by law or regulation; collects data on claims; identifies trends and compiles data for annual compliance reporting.

### Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in business administration, human resource management, or related field with three (3) years of workers' compensation administration experience, **or any equivalent combination of training and experience as defined in the table below.**

• Highest degree of education attained	Experience required
High school diploma/GED	7 years
Unrelated associate degree	6 years
Related associate degree	5 years
Unrelated bachelor's degree	4 years
Related bachelor's degree	3 years
Unrelated master's/doctoral degree	3 years
Related master's/doctoral degree	2 years

*Related degree fields:* business administration, human resources management, medical billing and coding, occupational health, paralegal studies, safety management.

*Related work experience:* workers' compensation administration, medical claims processing, medical insurance claims adjustment, human resources, employee and labor relations, occupational health and safety, paralegal, risk management.

### Additional Requirements

- No special license or certification is required.

### Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

#### Physical Requirements

- Ability to operate a variety of automated office machines including a computer and multifunction printer and a camera.

#### Technology Requirements

- Ability to operate a variety of software and databases including email software (Microsoft Outlook), PDF software (Nitro, Adobe), database software (Infor, MyTime), spreadsheet software (Microsoft Excel), presentation software (Microsoft PowerPoint), and word processing software (Microsoft Word).

### **Supervisory Responsibilities**

- No supervisory responsibilities required.

### **Mathematical Ability**

- Ability to add, subtract, multiply, divide, calculate decimals and percentages, and perform routine statistics.

### **Language Ability & Interpersonal Communication**

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including workers' compensation documents, medical history and disclosure form, physician's report of work ability form, claim files, settlement authorizations, accident reports, injury reports, medical records, First Report of Injury, Occupational Disease or Death form, County Accident Investigation Report, notices of appeals, witness statements, court pleadings, police reports, wage statements, job descriptions/classification specifications, confidentiality acknowledgement statements, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, Ohio Revised Code, Collective Bargaining Agreements, Ohio Bureau of Workers' Compensation (BWC) Rules of Law, Health Insurance Portability and Accountability Act (HIPAA), Occupational Safety and Health Administration (OSHA) regulations, Public Employment Risk Reduction Program (PERRP) regulations, Americans with Disabilities Act (ADA), and Workers' Compensation Laws.
- Ability to prepare various reports, memos, wage statements, report/summary of evidence, alternative work information sheet, alternative work assignment letter, analysis and report of claims, correspondence, spreadsheets, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to convince and influence others, to record and deliver information, to explain procedures, maintain confidentiality of restricted information, and to follow instructions.
- Ability to use and interpret human resources, workers' compensation law, and related medical terminology and language.
- Ability to communicate effectively with direct supervisor, other HR and County employees, claimant employees, Managed Care Organization (MCO), Third-Party Administrator (TPA), BWC claims representatives, Sheriff Department and Protective Services employees, representatives of community organizations, and the general public.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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PROPOSED DELETED CLASSIFICATIONS				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
13091	Social Service Specialist	Sheriff's Department	Non-Exempt	6A

<b>Requested By:</b>	Personnel Review Commission
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<b>Rationale:</b>	The position has been vacant for several years and the department does not have any plans to utilize this classification as written.
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<b>No. of Employees Affected:</b>	None
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<b>Dept.(s) Affected:</b>	Sheriff's Department
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<b>Fiscal Impact:</b>	None
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<b>Staffing Implications:</b>	None
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<b>PRC Contact(s):</b>	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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<b>Human Resources Contact(s):</b>	Kelli Neale, Program Officer 4 Kerry Capka, Director, Human Resources Business Partnering
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<b>Management Contact(s):</b>	Nestor Rivera, Chief Deputy, Corrections
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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Social Service Specialist	<b>Class Number:</b>	13091
<b>FLSA:</b>	Non-Exempt	<b>Pay Grade:</b>	6A
<b>Dept:</b>	Sheriff's Department		

## Classification Function

The purpose of this classification is to facilitate and coordinate communications, support, and provision of social services to meet inmates' needs.

## Distinguishing Characteristics

This is an entry-level social work classification with responsibility for acting as a liaison for inmates, making referrals to social services and educational groups, and maintaining related documentation. Positions at this level initially receive direct supervision, moving toward general supervision as experience and knowledge of the unit operations and procedures is gained. Employees are expected to use judgment in application of policies and procedures and in determining the needs and indicators of the people being screened. This classification has direct contact with the inmate population.

## Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

50% +/- 10%

- Facilitates and coordinates communications, support, and social services for inmates; conducts face-to-face meetings with inmates; conducts rounds to assigned floors; responds to inmates' requests for services which may include researching court information, initiating social service/miscellaneous referrals, or phone calls to internal and external individuals (e.g., attorneys, court staff, etc.); initiates timely collaborations for inmate situations (e.g. death in the family, medical issues, concerns with court cases, etc.); acts as a liaison between inmates, their attorneys, caseworkers, probation/parole officers, and others as appropriate.

30% +/- 10%

- Makes referrals for inmates; reviews all available jail management information (e.g. classification screenings) to understand inmates' needs; meets with inmates to gather necessary information to assist with pending court cases and/or coordinate referrals to internal or external resources for identified service needs.

10% +/- 5%

- Facilitates support and educational groups (e.g., jail adjustment/orientation, etc.) for inmates as directed by Jail Administration; documents services provided.

10% +/- 5%

- Performs supporting administrative responsibilities; prepares various reports, records, and other documents; responds to emails and phone calls; attends various trainings and meetings; compiles monthly statistics (number of referrals, participation in support groups, etc.) and creates reports; performs notary services as needed for inmates.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

- Bachelor's degree in social services, humanities, or a related field and one (1) year of experience in social work or related experience; or an equivalent combination of education, training, and experience.

### **Additional Requirements**

- Must obtain and maintain licensure as a Notary in the State of Ohio within 6 months of hire date.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including a computer and multifunction printer.
- Ability to walk and climb stairs within the correctional facility without assistance.

#### **Technology Requirements**

- Ability to operate a variety of software and databases including electronic mail software (MS Outlook), internet browser (Google Chrome, Internet Explorer, etc.), PDF Reader (Nitro, Adobe Acrobat Reader), spreadsheet software (MS Excel), and word processing software (MS Word).

#### **Supervisory Responsibilities**

- No supervisory responsibilities required.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, and divide.

#### **Language Ability & Interpersonal Communication**

- Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and problem solve. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.
- Ability to comprehend a variety of informational documents including a inmate request forms, court paperwork, and departmental documentation.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, department policies and procedures manuals, and court proceedings.
- Ability to prepare monthly statistical forms, memos, documents, emails, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to provide support, guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.
- Ability to use and interpret basic legal terminology and language.

## Social Service Specialist

- Ability to communicate with inmates, medical/mental health professionals, criminal justice liaisons, attorneys, caseworkers, supervisors, and court personnel.

### **Environmental Adaptability**

- Work is typically performed in jail facilities and entails working in areas where inmates are housed and/or located. Security staff may be in close proximity but will not accompany while most inmate interaction is held.
- Work may involve exposure to strong odors, noise extremes, disease and bodily fluids, temperature extremes, smoke, dust, and violence.

*Cuyahoga 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 employees and incumbents to discuss potential accommodations with the employer.*