



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

To: PRC Commissioners

From: Rebecca Kopcienski, Director

Date: February 29, 2024

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 March 6, 2024, 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.

NEW CLASSIFICATION	PAY GRADE and FLSA STATUS	DEPARTMENT
Manager, Cashier 11211	9A Exempt	Treasury
Manager, Human Resources 14113	15A Exempt	Human Resources
Manager, IT Applications Program 16521	18B Exempt	Information Technology
Manager, Talent Acquisition & Employment 14231	15A Exempt	Human Resources

REVISED CLASSIFICATIONS (Revised Title)	CURRENT PAY GRADE & FLSA	RECOMMENDED PAY GRADE & FLSA	DEPARTMENT
Manager, Employee and Labor Relations 14202	16A Exempt	16A Exempt (No Change)	Human Resources
Manager, Employee Benefits 14072	15A Exempt	15A Exempt (No Change)	Human Resources

PROPOSED NEW CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
11211	Manager, Cashier	Treasury	Exempt	9A

Requested By:	Personnel Review Commission
Rationale:	This is a new classification derived from a position that is currently unclassified but determined to be in the classified service through an analysis and recommendation of the PRC. The classification reflects the essential functions and minimum qualifications of the position.

No. of Employees Affected:	One. Employee will be reassigned by HR once the new classification is active in the Class Plan.
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Dept.(s) Affected:	Treasury
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Fiscal Impact:	PG 9A \$57,824.00 – \$80,932.80 Placement TBD by Human Resources
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Staffing Implications:	None
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PRC Contact(s):	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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Human Resources and Management Contact(s):	<u>Date of Contact:</u>	<u>Type of Contact:</u>	<u>Reason:</u>
Sarah Nemastil	Multiple	E-mail, Teams messages, Teams video meetings, and telephone	HR Director
Brad Cromes	Multiple	E-mail, Teams messages, Teams video meetings, and telephone	Treasurer
Kelli Neale	Multiple	E-mail, Teams messages, Teams video meetings, and telephone	HR Class and Comp Team
Jim Battigaglia	Multiple	E-mail, Teams video meetings, and telephone	Job Evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Manager Cashier	Class Number:	11211
FLSA:	Exempt	Pay Grade:	9A
Dept:	Treasury		

Classification Function

The purpose of this classification is to supervise Treasury staff in the collection of payments to the County for real estate and child support payments.

Distinguishing Characteristics

This is a managerial level position that works under the direction of the Investment and Cash Management Officer. The incumbent in this position is responsible for managing the maintenance and balancing of cashier windows of the assigned staff and for providing customer service as the chief point of contact to the public for in-person tax payments. Incumbents must work in compliance with County policies and Ohio Revised Code regulations. This class works under a well-defined framework of policies and procedures.

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%

- Oversees cashiering and collection duties; manages the collection of all tax monies and non-tax receipts via in person walk-ins for real estate, escrow, and mobile homes, the self-pay kiosk, and the drop box; maintains and balances the collection window receipts; posts transactions for real estate and mobile home payments daily; oversees the collection of child support monies and prepares monthly reimbursements for CSEA services provided by Treasurer; balances and posts escrow prepay into real estate module at the end of each collection period; audits the work of cashiers daily to ensure the total collected payments matches what is reported in the County's real estate system (MVP); corrects any errors in the MVP that are reported by the Remittance Unit; acts as principal contact for any issues with the third-party credit card processor; ensures all bank deposits are physically secure until transfer to courier.

25% +/- 10%

- Supervises and directs the work of assigned Treasury staff; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; coordinates and/or provides training and instruction; evaluates employee performance; responds to employee questions, concerns, and problems; approves employee timesheets and leave requests; prepares and reviews documents related to timesheets, requests for leave, and overtime; develops and monitors unit work plans and work performance standards; monitors and provides for employee training needs; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge; ensures compliance with County policies and Ohio Revised Code regulations.

25% +/- 10%

- Performs supporting administrative responsibilities; prepares various reports, records, and other documents; responds to emails and phone calls; attends various trainings and meetings; responds and provides answers to taxpayer questions pertaining to payment issues; recommends new cash

Manager, Cashier

handling guidelines, policies, and procedures for the cashier team; assists the Investment and Cash Management Officer in preparation for the annual financial/compliance audit; operates and maintains general office equipment.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in accounting, finance, or related field, with two (2) years of cash management experience and two (2) years of management experience, or an equivalent combination of education, training, and experience.

Additional Requirements

- No additional licenses required.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

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

Technology Requirements

- Ability to operate a variety of software including word processing software (Microsoft Word), spreadsheet software (Microsoft Excel), electronic mail software (Microsoft Excel), and various banking software (MVP, Point and Pay).

Supervisory Responsibilities

- Ability to assign, review, plan, and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction and training to other employees.
- Ability to solve and act on employee problems.
- Ability to recommend the transfer, selection, evaluation, or promotion of employees.
- Ability to recommend and act on the discipline or discharge of employees.

Mathematical Ability

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

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.

Manager, Cashier

- Ability to comprehend a variety of informational documents including receipts, time sheets, daily reports, monthly reports, Onestops, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, Ohio Revised Code, Collective Bargaining Agreement, Records Retention Policy and other Treasury Policies and Procedures.
- Ability to prepare performance reviews, audit reports, reimbursement checks, monthly child support invoice, armored car carrier invoices, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret basic computer terminology and language.
- Ability to communicate with coworkers, supervisor, the general public, and other County employees.

Environmental Adaptability

- Work is typically performed in an office environment.

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.

PROPOSED NEW CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
14113	Manager, Human Resources	Human Resources	Exempt	15A

Requested By:	Personnel Review Commission
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Rationale:	This is a new classification derived from a position that is currently unclassified but determined to be in the classified service through an analysis and recommendation of the PRC. The classification reflects the essential functions and minimum qualifications of the position.
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No. of Employees Affected:	Four. Employees will be reassigned by HR once the new classification is active in the Class Plan.
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Dept.(s) Affected:	Human Resources
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Fiscal Impact:	PG 15A \$78,374.40 - \$109,699.20 Step Placement TBD by Human Resources
Staffing Implications:	None

PRC Contact(s):	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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Human Resources and Management Contact(s):	<u>Date of Contact:</u>	<u>Type of Contact:</u>	<u>Reason:</u>
Sarah Nemastil	Multiple	E-mail, Teams messages, Teams video meetings, and telephone	HR Director
Kelli Neale	Multiple	E-mail, Teams messages, Teams video meetings, and telephone	HR Class and Comp Team
Jim Battigaglia	Multiple	E-mail, Teams video meetings, and telephone	Job Evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Manager, Human Resources	Class Number:	14113
FLSA:	Exempt	Pay Grade:	15A
Dept:	Human Resources		

Classification Function

The purpose of this classification is to develop and implement the Human Resources (HR) strategy, policies, and practices in alignment with the assigned agency's goals and strategies. Assigned agencies include employment, benefits, personnel policy administration, labor and employee relations, and training and development.

Distinguishing Characteristics

This is a managerial level classification that reports to the Director, Human Resources. Incumbents in this classification are responsible for collaborating with all Managers of Human Resources and other Human Resources personnel to design and facilitate the County agency's broad HR needs related to recruiting and staffing, departmental planning, performance management, employee onboarding and training, employee and labor relations, union contract negotiations, benefits and compensation, and other HR services. 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. The employee works within a framework of regulations, policies, and procedures.

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.

40% +/- 10%

- Supervises and directs the work of HR Generalists, HR Associates, HR Business Partners, and other assigned staff; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; coordinates and/or provides training and instruction; develops training materials and workflow maps; mentors employees to ensure their practices and procedures are consistent with HR; evaluates employee performance; responds to employee questions, concerns, and problems; approves employee timesheets and leave requests; prepares and reviews documents related to timesheets, requests for leave, and overtime; develops and monitors unit work plans and work performance standards; monitors and provides for employee training needs; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, discharge, and in connection with workplace accommodation requests.

20% +/- 10%

- Develops and implements human capital strategies in collaboration with County agency leadership; analyzes assigned County agency practices and designs HR programs to improve agency efficiency and practices; advises agency leadership on HR matters such as equitable and inclusive work practices; ensures departments are complying with reporting requirements for workers compensation.

10% +/- 5%

- Participates in union-management contract negotiations, grievances, and arbitrations; administers existing employee contracts and advises staff regarding the provisions of union contracts; assists agency stakeholders on disciplinary issues, performance issues, and other employee actions; **oversees** the preparing and processing of grievance responses.

Manager, Human Resources

10% +/- 5%

- Collaborates with recruitment and selection efforts with the Manager, Talent Acquisition for classified and unclassified positions within the assigned agencies; administers promotions, transfers, separation procedures, and actions of current employees; works with the Personnel Review Commission and Talent Acquisition to provide roadmap and related suggestions for hiring and selection; supports HR to ensure hiring barriers are reduced or eliminated; works with centralized HR training groups to design and facilitate training and development services and new employee orientations.

10% +/- 5%

- Monitors and evaluates the effectiveness of various HR service deliveries; gathers, analyzes, and provides HR data, records, and metrics, including data related to turnover, employee disciplines and complaints, and any applicable compliance and regulatory information.

5% +/- 2%

- Directs the preparation and maintenance of personnel policies and procedures, employee handbooks, and personnel records and reports; ensures records are appropriately integrated with the HRIS system.

5% +/- 2%

- Monitors attendance of employees within assigned departments; assures leave is administered correctly; manages employee absences and issues timely discipline for employees who are absent without approved time off, tardy, no-call no-show, etc.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in human resources management, organizational behavior, labor relations, or related field and five (5) years of human resources experience, and two (2) years of supervisory experience; or any equivalent combination of education, training, and experience.

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.

Technology Requirements

- Ability to operate a variety of software and databases including word processing software (Microsoft Word), spreadsheet software (Microsoft Excel), data entry software (INFOR), and electronic mail software (Microsoft Outlook).

Supervisory Responsibilities

- Ability to assign, review, plan, and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction and training to other employees.

Manager, Human Resources

- Ability to solve and act on employee problems.
- Ability to recommend the transfer, selection, evaluation, or promotion of employees.
- Ability to recommend and act on the discipline or discharge of employees.

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 CBAs, personnel files, FMLA requests, medical documentation, seniority reports, discipline documents, time adjustment forms, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, Ohio Revised Code, Employment Law, Federal Labor, and Employment Laws and Regulations, Administrative Laws, and Benefits Manual.
- Ability to prepare project management plans, Performance Improvement Plans (PIPs), policies, procedures, templates, organization charts, reports, memos, request for leave of absence notifications, FMLA designations, 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, and to follow instructions.
- Ability to use and interpret human resources and relevant legal terminology and language.
- Ability to communicate effectively with County employees, outside agencies, and the general public.

Environmental Adaptability

- Work is typically performed in an office environment.

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.

PROPOSED NEW CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
16521	Manager, IT Applications Program	Information Technology	Exempt	18B

Requested By:	Personnel Review Commission
Rationale:	This is a new classification derived from a position that is currently unclassified but determined to be in the classified service through an analysis and recommendation of the PRC. The classification reflects the essential functions and minimum qualifications of the position.

No. of Employees Affected:	One. Employee will be reassigned by HR once the new classification is active in the Class Plan.
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Dept.(s) Affected:	Information Technology
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Fiscal Impact:	PG 18B \$100,942.40 – \$141,273.60 Placement TBD by Human Resources
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Staffing Implications:	None
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PRC Contact(s):	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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Human Resources and Management Contact(s):	<u>Date of Contact:</u>	<u>Type of Contact:</u>	<u>Reason:</u>
Sarah Nemastil	Multiple	E-mail, Teams messages, Teams video meetings, and telephone	HR Director
Andy Johnson	Multiple	E-mail, Teams messages, Teams video meetings, and telephone	IT Director
Kelli Neale	Multiple	E-mail, Teams messages, Teams video meetings, and telephone	HR Class and Comp Team
Jim Battigaglia	Multiple	E-mail, Teams video meetings, and telephone	Job Evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Manager, IT Applications Program	Class Number:	16521
FLSA:	Exempt	Pay Grade:	18B
Dept:	Information Technology		

Classification Function

The purpose of the classification is to establish and maintain a County-wide Information Technology (IT) applications development and operations program.

Distinguishing Characteristics

This is a managerial-level classification, responsible for establishing and maintaining a County-wide Information Technology (IT) applications development and operations program including applications related to: program and project management, application and web development, data modeling, database and server configuration and administration, and application maintenance and support. This position works under general direction of the Administrator, Web and Applications Development and the incumbent is responsible for evaluating effectiveness and contributing to development of short- and long-term goals and overall vision of the County's applications development program. The employee is expected to exercise discretion in applying policies and procedures to resolve organizational and service delivery problems and to ensure that assigned projects and activities are completed in a timely and efficient manner. This class is responsible for direct and general supervision of professional staff.

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.

- 30% +/- 10%

• Designs, implements, and monitors a comprehensive applications development program to ensure the delivery of services County-wide; develops in-depth understanding of County departments' system needs; leads team to design and implement integrated solutions for County departments including applications, databases, and related systems; gathers the requirements for new system(s); leads teams to establish and configure database environments for new and existing applications; reviews designs and codes of database objects to ensure there are no design issues or performance concerns; installs system patches and upgrades; enhances and updates security database configurations; migrates databases and applications from legacy environments to current environments; indexes database objects for application performance; migrates database objects, reports, and code for applications.
- 20% +/- 10%

• Supervises and directs the work of assigned staff; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; coordinates and/or provides training and instruction; evaluates employee performance; responds to employee questions, concerns, and problems; approves employee timesheets and leave requests; prepares and reviews documents related to timesheets, requests for leave, and overtime; develops and monitors unit work plans and work performance standards; monitors and provides for employee training needs; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.
- 15% +/- 5%

• Researches, develops, and implements operational policies, standards, and guidelines for application development, maintenance, and support, database administration, and related operational services; leads innovative, long-term strategic planning related to application development in conjunction with

Manager, IT Applications Program

management and County departments; researches current trends and technologies in the industry relevant to assigned systems; identifies where new solutions or enhancements to current systems may improve operational or functional efficiency of assigned systems; assesses usability and effectiveness of systems.

15% +/- 5%

- Develops and maintains relationships with private and public-sector clients and vendors; analyzes requirements of clients and their agency's mission; understands business requirements; explains technical methods, procedures, and protocols; manages vendor relationships associated with all applications and operational services; communicates with vendors concerning operational and/or mechanical problems, new products, or other issues as appropriate; contributes to Requests for Proposals (RFPs) related to applications development by assisting with specifications, scope of services, and cost estimates for RFPs; contributes to vendor selection by participating in process to review and score proposals.

10% +/- 5%

- Leads and participates in cross-functional, interdisciplinary teams regarding various information technology initiatives and projects; provides expertise and perspective regarding the appropriate direction for IT application uses.

10% +/- 5%

- Develops and oversees effective disaster recovery policies and standards; coordinates the development of implementation plans and procedures to ensure that business-critical services are recovered in the instance of a security event; ensures that data is stored securely in the database.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in computer science, computer engineering or related field with ten (10) years of database design/development/administration, applications/web development, or related experience; or an equivalent combination of education, training, and experience.

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 computers and peripheral equipment.

Technology Requirements

- Ability to operate a variety of software and database systems including application Integrated Development Environments (Visual Studio, Visual Studio Code, Eclipse), spreadsheet software (MS Excel), version control system (Git), word processing software (MS Word), application lifecycle management (JIRA), content management system (Sitefinity), enterprise content/document management system (OnBase).

Supervisory Responsibilities

- Ability to assign, review, plan, and coordinate the work of other employees and to maintain standards.

Manager, IT Applications Program

- Ability to provide instruction and training to other employees.
- Ability to solve and act on employee problems.
- Ability to recommend the transfer, selection, evaluation, or promotion of employees.
- Ability to recommend and act on the discipline or discharge of employees.

Mathematical Ability

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

Language Ability & Interpersonal Communication

- Requires the ability to perform mid to high level data analysis requiring managing of data and people deciding the time, sequence of operations or events within the context of a process, system, or organization. Involves determining the necessity for revising goals, objectives, policies, procedures, or functions based on the analysis of data/information and includes performance reviews pertinent to objectives, functions, and requirements.
- Ability to comprehend a variety of informational documents including proposals, contracts, statements of work, project requests, customer service requests, technical documentation, performance reviews, product specifications, and manuals.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, the department policy manual, computer books and manuals, communications software manuals, hardware manuals, network manuals, and architecture and operation manuals.
- Ability to prepare status and progress reports, project analysis, annual reports, performance reviews, requests for proposals and for bid, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to supervise and counsel employees, to convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret information technology and computer terminology and language.
- Ability to communicate with internal management, employees, clients, vendors, contractors, and external departmental employees and administrators.

Environmental Adaptability

- Work is typically performed in an office environment.

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.

PROPOSED NEW CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
14231	Manager, Talent Acquisition & Employment	Human Resources	Exempt	15A

Requested By:	Personnel Review Commission
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Rationale:	This is a new classification derived from a position that is currently unclassified but determined to be in the classified service through an analysis and recommendation of the PRC. The classification reflects the essential functions and minimum qualifications of the position.
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No. of Employees Affected:	One. Employee will be reassigned by HR once the new classification is active in the Class Plan.
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Dept.(s) Affected:	Human Resources
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Fiscal Impact:	PG 15A \$78,374.40 - \$109,699.20 Step Placement TBD by Human Resources
Staffing Implications:	None

PRC Contact(s):	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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Human Resources and Management Contact(s):	<u>Date of Contact:</u>	<u>Type of Contact:</u>	<u>Reason:</u>
Sarah Nemastil	Multiple	E-mail, Teams messages, Teams video meetings, and telephone	HR Director
Kelli Neale	Multiple	E-mail, Teams messages, Teams video meetings, and telephone	HR Class and Comp Team
Jim Battigaglia	Multiple	E-mail, Teams video meetings, and telephone	Job Evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Manager, Talent Acquisition & Employment	Class Number:	14231
FLSA:	Exempt	Pay Grade:	TBD15A
Dept:	Human Resources		

Classification Function

The purpose of this classification is to design and implement talent acquisition and employment strategies and processes that meet the County's current and future staffing needs.

Distinguishing Characteristics

This is a managerial level classification with responsibility for driving the continued evolution and innovation of how recruitment services are delivered to the County under general direction from the Chief Human Resources Officer. This classification plans, strategizes, and consults on various talent and employment issues. Manages the day-to-day operations of the talent acquisition team, and plans, strategizes, and consults on various talent acquisition and employment issues throughout the County. The employee in this class is expected to use judgment and ensure that work activities are performed in a timely manner and according to policies, procedures, and related regulations. The incumbents exercise discretion in applying procedures to resolve issues. This class oversees all work activities of the talent acquisition division and establishes objectives, policies, budget, and operations.

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.

30% +/- 10%

- Determines the overall talent acquisition strategy and vision and oversees the design and implementation of all processes under this strategy, including job postings, candidate sourcing, screening, interviewing, background checks, offers, hiring, and pre-employment processes; develops sourcing and recruitment strategies, as well as effective relationships within the organization and the hiring community, planning strategies that promote the County as an employer of choice; develops campus recruiting programs and other talent pipelines; creates buy-in throughout the county by presenting the strategic approach to senior leadership and County Council; ensures all talent acquisition processes are aligned with various legal and regulatory bodies (e.g. various union contracts, Ohio Revised Code, County Code, and Civil Service Code); regularly reviews processes and data as necessary to ensure proper regulatory alignment; recruits higher-level roles and specialty areas in the county as needed, including full-cycle recruitment from candidate sourcing, screening, interviewing, to job offering.

25% +/- 10%

- Supervises and directs the work of Talent Acquisition and Employment Specialists, Administrative Assistants, and other assigned staff; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; coordinates and/or provides training and instruction; evaluates employee performance; responds to employee questions, concerns, and problems; approves employee timesheets and leave requests; prepares and reviews documents related to timesheets, requests for leave, and overtime; develops and monitors unit work plans and work performance standards; monitors and provides for employee training needs; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge; directs off-site recruiting activities.

Manager, Talent Acquisition & Employment

25% +/- 10%

- Collaborates with various departments and managers throughout the County; provides consultation to directors and hiring managers; strategizes, plans, directs, and evaluates all existing and new talent acquisition programs and processes based on organizational needs, trends, best practices, employment laws and regulations, and new or emerging technologies; trains and coaches managers on recruitment- and selection-related processes; determines important job competencies for various positions; partners with managers to determine current and future needs within their respective departments; partners with the Personnel Review Commission (PRC) on talent acquisition processes for civil service positions; communications regularly with the PRC on hiring progress for civil service positions; provides data as necessary to the PRC for compliance reporting and ongoing process improvement and compliance reporting of civil service positions; collaborates cross-functionally with other areas of HR on County-wide HR projects, acting as a representative and subject matter expert for talent acquisition; works to integrate employee selection into other HR processes and initiatives such as organizational design and succession planning; provides SME knowledge and awareness of the requirements for all talent acquisition tools and technologies.

15% +/- 5%

- Monitors, assesses, and reports data on all relevant talent acquisition performance metrics (e.g. time to fill, quality of hire, etc.); reviews the team's overall progress towards talent acquisition goals as developed with the Chief Human Resource Officer and enacts process improvement procedures related to daily operations to achieve team performance goals; presents results to senior leadership and the County Council.

5% +/- 2%

- Manages third party vendor relationships on various talent acquisition services; completes Request for Proposals (RFPs) for new services and renewing and reviewing contracts (e.g., sourcing software, drug screening, etc.); determines if additional vendor services are required and leads efforts to secure contracts.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in human resources, labor and employee relations, business management, or a related field with six (6) years of experience in one or more of the major areas of the HR field, such as recruitment and selection, training and development, and compensation, employee & labor relations, or HR Generalist work; or an equivalent combination of education, training, and experience.

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 office machines and equipment including a computer and multifunction printer.

Technology Requirements

- Ability to operate a variety of software including email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), presentation software (Microsoft PowerPoint), word processing software (Microsoft Word), and human resource information system software.

Supervisory Responsibilities

- Ability to assign, review, plan and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction to other employees and to act on employee problems.
- Ability to prepare employee performance evaluations.
- Ability to recommend the discipline or discharge of employees.
- Ability to recommend the transfer, promotion or salary increase of other employees.

Mathematical Ability

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

Language Ability & Interpersonal Communication

- Requires the ability to perform mid to high level data analysis requiring managing of data and people deciding the time, sequence of operations or events within the context of a process, system, or organization. Involves determining the necessity for revising goals, objectives, policies, procedures, or functions based on the analysis of data/information and includes performance reviews pertinent to objectives, functions, and requirements.
- Ability to comprehend a variety of informational documents including vacancy reports, time to fill reports, closure orientation, background check information, new hire paperwork, resumes/applications, classification specifications, job descriptions, temporary work level assignments documents, assessment scores, personnel request forms, PRC guidelines to minimums and timelines, timesheets, and other reports and records.
- Ability to comprehend a variety of books and manuals including the Employee Handbook, fair adverse action process, Ohio Revised Code, Personnel Policies and Procedures Manual, Union Collective Bargaining Agreements, current HR policies, and applicable laws and regulations.
- Ability to prepare charts, graphs, hiring request forms, hiring recommendations, vacancy reports, recruitment plans, written updates to agency directors and hiring managers, correspondence and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to represent the County in various environments, convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret human resource terminology and language.
- Ability to communicate with supervisor, co-workers, management from other departments, other county employees, outside agencies, job candidates, and the general public.

Environmental Adaptability

- Work is typically performed in an office environment.

Manager, Talent Acquisition & Employment

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
14202	Manager, Employee Relations	Human Resources	Exempt	16A

PROPOSED REVISED CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
14202	Manager, Employee and Labor Relations	Human Resources	Exempt	16A

Requested By:	Personnel Review Commission
Rationale:	This classification is being updated to include job duties and tasks currently in an unclassified position. The duties are determined to be in the classified service through an analysis and recommendation of the PRC. Title changed from Manager, Employee Relations to Manager, Employee and Labor Relations. No change to pay grade or FLSA status.

No. of Employees Affected:	One. Employee will be reassigned by HR once the new classification is active in the Class Plan.
Dept.(s) Affected:	Human Resources
Fiscal Impact:	PG 16A \$84,676.80 – \$118,560.00 Step Placement TBD by Human Resources
Staffing Implications:	None

PRC Contact(s):	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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Human Resources and Management Contact(s):	<u>Date of Contact:</u>	<u>Type of Contact:</u>	<u>Reason:</u>
Sarah Nemastil	Multiple	E-mail, Teams messages, Teams video meetings, and telephone	HR Director
Kelli Neale	Multiple	E-mail, Teams messages, Teams video meetings, and telephone	HR Class and Comp Team
Jim Battigaglia	Multiple	E-mail, Teams video meetings, and telephone	Job Evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Manager, Employee and Labor Relations	Class Number:	14202
FLSA:	Exempt	Pay Grade:	16A
Dept:	Human Resources		

Classification Function

The purpose of this classification is to supervise inter-departmental County employment and labor relations programs, coordinate the employee relations function, supervise lower-level employee relations specialists, and assist the Director of Human Resources - Employee and Labor Relations, with developing and implementing employment and labor relations functions and programs.

Distinguishing Characteristics

This is a managerial-level classification with responsibility for managing County employment and labor relations programs. This classification works under general direction from the Director of Human Resources - Employee and Labor Relations. Duties require the assessment and resolution of operational, technical, compliance, and administrative issues related to administering employee labor and relations programs. The incumbent exercises discretion in addressing organizational issues according to applicable policies and procedures and ensuring that assigned activities are 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.

30% +/- 10%

- Provides consultations on employee and labor relations matters including labor negotiations, employee grievances, and disciplinary issues; attends labor negotiations to act as a resource on compliance and operational issues, and to provide guidance from a labor relations perspective; works collaboratively with the County Law Department to gather and prepare information and documentation to support negotiations; reviews and approves grievances and basic grievance remedies (i.e., non-monetary/non-removal remediations).

30% +/- 10%

- Manages inter-departmental County employment relations programs and coordinates employee relations function; collaborates with the Director of Human Resources – Employee and Labor Relations and others to establish program goals for workers compensation, and drug testing; coordinates activities of program consultants; resolves program problems with consultants and vendors; coordinates and evaluates program training; plans and makes recommendations for corrective action; develops, writes, interprets, and recommends policies and procedures relating to labor relations and compliance issues; analyzes state legislative and administrative decisions, laws, regulations, and policies to determine impact on employer-employee relations functions; ensures compliance with Equal Employment Opportunity Commission (EEOC) reporting requirements; trains managers and personnel officers in areas of labor management, performance management, discipline procedures, general employment law, and other areas.

20% +/- 10%

- Supervises and directs the work of Employee and Labor Relations Specialists and other assigned staff; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; coordinates and/or provides training and instruction; evaluates employee performance;

Manager, Employee and Labor Relations

responds to employee questions, concerns, and problems; approves employee timesheets and leave requests; prepares and reviews documents related to timesheets, requests for leave, and overtime; develops and monitors unit work plans and work performance standards; monitors and provides for employee training needs; monitors needs for labor management conferences; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, discharge, and/or related to workplace accommodation requests.

10% +/- 5%

- Performs special investigations; works collaboratively with the Law Department in fact-finding preparation; investigates relationship existing between employer and employee regarding unsafe or unfair working conditions, abuse of authority, etc.; conducts investigations and grievance hearings for complex/unusual situations; reviews and recommends outcomes of investigations and grievance hearings conducted by subordinates.

10% +/- 5%

- Participates in employee complaint procedures; presides as hearing officer in pre-disciplinary conferences for employees alleged to have violated work rules or other County policies; conducts pre-disciplinary conferences as needed; interviews witnesses; reviews written documentation and personnel files; evaluates evidence and prepares a written recommendation concerning the appropriate level of discipline; suggests improvements in operations as warranted.

Minimum Training and Experience Required to Perform Essential Job Functions

- Juris Doctorate with five (5) years of employment relations experience.
- A valid driver's license, proof of automobile insurance, and access to a vehicle.

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.

Technology Requirements

- Ability to operate a variety of software including email word processing software (Microsoft Word), spreadsheet software (Microsoft Excel), electronic mail software (Microsoft Outlook), and database software (Infor/ERP).

Supervisory Responsibilities

- Ability to assign, review, plan, and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction and training to other employees.
- Ability to solve and act on employee problems.
- Ability to recommend the transfer, selection, evaluation, or promotion of employees.

Manager, Employee and Labor Relations

- Ability to recommend and act on the discipline or discharge of employees.

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 consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including case files, case law, laboratory reports, medical records and reports, timesheets, personnel records, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, labor agreements, Ohio Revised Code, federal laws, administrative laws, and law textbooks.
- Ability to prepare case reports, findings and recommendations, legal filings, program reports, performance appraisals, attendance and discipline audits, correspondence, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to supervise and counsel employees, to convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret legal and human resource terminology and language.
- Ability to communicate effectively with directors, managers, supervisors, other County employees, attorneys, consultants, and the general public.

Environmental Adaptability

- Work is typically performed in an office environment.

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
14072	Manager, Employee Benefits	Human Resources	Exempt	15A

PROPOSED REVISED CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
14072	Manager, Employee Benefits	Human Resources	Exempt	15A

Requested By:	Personnel Review Commission
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Rationale:	This classification is being updated to include job duties and tasks currently in an unclassified position. The duties are determined to be in the classified service through an analysis and recommendation of the PRC. Title changed from Manager, Employee Relations to Manager, Employee and Labor Relations. No change to pay grade or FLSA status.
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No. of Employees Affected:	One. Employee will be reassigned by HR once the new classification is active in the Class Plan.
Dept.(s) Affected:	Human Resources
Fiscal Impact:	PG 15A \$78,374.40 - \$109,699.20 Step Placement TBD by Human Resources
Staffing Implications:	None
PRC Contact(s):	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation

Human Resources and Management Contact(s):	<u>Date of Contact:</u>	<u>Type of Contact:</u>	<u>Reason:</u>
Sarah Nemastil	Multiple	E-mail, Teams messages, Teams video meetings, and telephone	HR Director
Kelli Neale	Multiple	E-mail, Teams messages, Teams video meetings, and telephone	HR Class and Comp Team
Jim Battigaglia	Multiple	E-mail, Teams video meetings, and telephone	Job Evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Manager, Employee Benefits	Class Number:	14072
FLSA:	Exempt	Pay Grade:	15A
Departments:	Human Resources		

Classification Function

The purpose of this classification is to manage the administration of health, welfare, and other benefits for County employees and their dependents in accordance with governmental laws and regulations and to assist the Director of Human Resources - Employee Benefits with developing and implementing the County's employee benefits programs.

Distinguishing Characteristics

This is a managerial classification with responsibility for managing the administration of the health and welfare benefits program and other benefits programs for County employees. This classification works under general direction of the Director of Human Resources - Employee Benefits. Duties require the assessment and resolution of operational, technical, and administrative issues related to administering employee benefits. The incumbent exercises discretion in addressing organizational issues according to applicable policies and procedures and ensuring that assigned activities are 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.

- 30% +/- 10%

• Manages the day-to-day administration of the various benefits programs for County employees and their eligible dependents; ensures that all benefits programs maintain compliance with governmental laws and regulations; tracks changes to various applicable laws and regulations; tracks benefits trends; conducts benchmarks;; implements new benefits programs; develops and recommends policies and procedures related to benefits programs; develops marketing materials and employee communications regarding benefits changes; analyzes benefits program design to ensure program is meeting employee needs and County goals; recommends changes to benefits plans and plan designs; researches and resolves payment and eligibility issues; coordinates issues with integrating benefits programs and the human resources information system; coordinates and tests updates to the human resources information system.
- 30% +/- 10%

• Manages the Open Enrollment process for County employees; edits script, portal, and confirmation testing; prepares open enrollment materials; provides information on more complex benefits questions; evaluates open enrollment process and recommends process improvements; participates in the RFP & renewal process with Director, Human Resources - Employee Benefits; leads the implementation of new plans and changes; develops recommendations for Director of Human Resources - Employee Benefits and other senior management based on evidence, trends, and best practices.
- 20% +/- 10%

• Supervises and directs the work of Benefits Analysts and other assigned staff; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; coordinates and/or provides training and instruction; evaluates employee performance; responds to employee questions,

Manager, Employee Benefits

concerns, and problems; approves employee timesheets and leave requests; prepares and reviews documents related to timesheets, requests for leave, and overtime; develops and monitors unit work plans and work performance standards; monitors and provides for employee training needs; provides for employee development needs; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.

10% +/- 5%

- Manages the relationships with the various vendors that provide benefits coverage and options to the County; tracks the work of the vendors to ensure they are carrying out what they are contracted to provide; ensures all communications are in place so that employees are aware and knowledgeable of the options; examines plan performance in terms of cost analysis; provides recommendations for possible vendor changes or changes to plans within a vendor.

10% +/- 5%

- Oversees the deferred compensation programs (e.g., retirement), including program implementation, communications, employee participation, examination of plan performance, and compliance with regulations; makes recommendations of any significant changes to senior management.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in human resources management, business management, labor relations, or related field with nine (9) years of benefits management experience including three (3) years in a supervisory capacity; or any equivalent combination of education, training, and experience.

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 office machines and equipment including a computer and multifunction printer.

Technology Requirements

- Ability to operate a variety of software including email word processing software (Microsoft Word), spreadsheet software (Microsoft Excel), electronic mail software (Microsoft Outlook), and database software (Infor/ERP).

Supervisory Responsibilities

- Ability to assign, review, plan, and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction and training to other employees.
- Ability to solve and act on employee problems.
- Ability to recommend the transfer, selection, evaluation, or promotion of employees.
- Ability to recommend and act on the discipline or discharge of employees.

Manager, Employee Benefits

Mathematical Ability

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

Language Ability & Interpersonal Communication

- Ability to comprehend a variety of informational documents including Medicare DataMatch reports, carrier reports, Life insurance documents, support orders, medical support orders, healthcare contracts and amendments, HIIPA regulations, FSA reports, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, the Benefits Manual, COBRA/ERISA documentation, Summary Plan Description, human resource policy manuals, Ohio Revised Code, and federal laws.
- Ability to prepare performance evaluations, budget projections, open enrollment communications, eligibility verification letters, benefits appeals, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to supervise and counsel employees, to convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret related medical, legal, and human resource benefits terminology and language.
- Ability to communicate with management, directors, consultants, benefits providers, governmental agencies, doctors, hospitals, other County employees, elected officials, and the general public.

Environmental Adaptability

- Work is typically performed in an office environment.

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