



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

To: PRC Commissioners

From: Rebecca Kopcienski, Director

Date: March 28, 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 April 3, 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
Senior and Adult Benefits Program Specialist 13301	8A Non-Exempt	Health and Human Services

REVISED CLASSIFICATIONS (Revised Title)	CURRENT PAY GRADE & FLSA	RECOMMENDED PAY GRADE & FLSA	DEPARTMENT
Consumer Affairs Investigator 19081	8A Non-Exempt (No Change)	8A Non-Exempt (No Change)	Fiscal Office – Consumer Affairs
Consumer Affairs Specialist 13081	7A Non-Exempt (No Change)	7A Non-Exempt (No Change)	Fiscal Office – Consumer Affairs
Intelligence Analyst 12131	6A Non-Exempt	7A Non-Exempt	Public Safety and Justice Services
Security Lieutenant 12011	10A Exempt	11A Exempt	Sheriff
Supervisor, Weights and Measure 19071	9A Exempt (No Change)	9A Exempt (No Change)	Fiscal Office – Consumer Affairs

PROPOSED NEW CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
13301	Senior and Adult Benefits Program Specialist	Health and Human Services	Non-Exempt	8A

Requested By:	Personnel Review Commission
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Rationale:	This is a new classification based on CPQs of current Program Officer 2s who are all performing similar work. This was a joint effort by PRC, HR, and the department to create a classification specific to the work being performed by these employees.
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No. of Employees Affected:	Four (4)
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Dept.(s) Affected:	Health and Human Services
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Fiscal Impact:	PG 8A \$54,662.40 – \$76,523.20 Step Placement TBD by Human Resources
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Staffing Implications:	Employees to be transferred once classification is active.
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PRC Contact(s):	Verona Blonde, 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>
Denise Caviness – Supervisor, Social Services	11/27/2023	Email	Review of Final Draft
	1/19/2024	Email	Response to Draft Feedback and Update of Process
	1/19/2024	Email	Answer question regarding equivalencies
	2/21/2024	Email	Set up meeting regarding equivalencies
	2/28/2024	Teams	Meeting

	3/26/2024	Email	Pay grade change notification
Natasha Pietrocola - Administrator	11/27/2023	Email	Review of Final Draft
	1/19/2024	Email	Response to Draft Feedback and Update of Process
	1/19/2024	Email	Answer question regarding equivalencies
	2/21/2024	Email	Set up meeting regarding equivalencies
	2/28/2024	Email	Meeting
	3/26/2024	Email	Pay grade change notification
Danette Bradford – Senior Supervisor, Social Services	1/19/2024	Email	Response to Draft Feedback and Update of Process
	1/19/2024	Email	Answer question regarding equivalencies
	2/21/2024	Email	Set up meeting regarding equivalencies
	2/28/2024	Email	Meeting
	3/26/2024	Email	Pay grade change notification
Sylvia Pla-Raith – SPA 5	1/19/2024	Email	Answer question regarding equivalencies
	2/21/2024	Email	Set up meeting regarding equivalencies
	2/28/2024	Email	Meeting
	3/26/2024	Email	Pay grade change notification
Kelli Neale – PO4 HR	11/27/2023	Email	Copied on Communications
	1/19/2024	Email	
	1/19/2024	Email	
	3/18/2024	Email	Pay grade change notification
John Kennick – Compensation Analyst	11/27/2023	Email	Copied on Communications
	1/19/2024	Email	
	3/18/2024	Email	Pay grade change notification
Jim Battigaglia, Archer Consultant	1/19/2024	Email	Request for Pay Grade Evaluation
	3/1/2024	Email	Reminder

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Senior and Adult Benefits Program Specialist	Class Number:	13301
FLSA:	Non-Exempt	Pay Grade:	8A
Dept:	Senior & Adult Services		

Classification Function

The purpose of this classification is to assist senior and disabled adults with applying for applicable benefits and resources as well as creating awareness around the availability of programs offered by the Division of Senior and Adult Services (DSAS) and other providers of social service resources in Cuyahoga County that support aging successfully.

Distinguishing Characteristics

This is a journey-level classification that is responsible for assisting senior and disabled adults applying for applicable benefits and resources as well as creating awareness around the availability of programs offered by DSAS and other providers of social service resources in Cuyahoga County that support aging successfully. The employee works under general supervision from a Supervisor, Social Services but works independently and exercises judgment in the performance of work. The incumbent ensures that activities are performed in a timely manner and according to policies, procedures, and related regulations. This class requires extensive public contact and is responsible for ensuring that customers are provided with appropriate and immediate services in a tactful and diplomatic 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.

55% +/- 10%

- Provides individual benefit checkups utilizing NCOA (National Council on Aging) software with senior and disabled adults who may be eligible for one or more public assistance programs or other social service resources; receives referrals for clients requesting a benefits checkup meeting; schedules and completes checkup meetings with clients over phone or in person; obtains client consent for services; collects client information to determine their benefits eligibility for public assistance and other programs (e.g., Medicaid, SNAP, HEAP, PIP, etc.); interprets the benefit checkup report data and educates client on community programs and resources that may be available for them; provides application forms for clients seeking assistance and helps them complete the appropriate forms; answers any questions that clients may have regarding benefits or the process of obtaining them; provides advocacy and support for clients with service providers; takes notes on each client (e.g., demographics) and the interactions that take place during the visit; maintains communication with clients to stay up to date on benefits application status; researches and identifies programs and services to meet client's needs; works directly with clients and/or families to assess clients' emergency and on-going needs and improve quality of care; provides referrals to community-based resources to help clients connect with other organizations; assists existing clients with applying for Emergency Financial Assistance through DSAS; conducts assessments to verify clients meets criteria of DSAS programs.

25% +/- 10%

- Conducts benefit checkup events at multiple agencies and locations throughout Cuyahoga County; plans events at agencies by contacting senior center managers and social workers who work with older and disabled adults in the County; markets, educates, and promotes available services to create

Senior and Adult Benefits Program Specialist

an awareness in senior communities; prepares informative guides, forms, pamphlets, and applications that will be distributed to those seeking assistance at each event; presents information to disabled and older adults about the services offered by DSAS; performs benefits check-up one-on-one with people at the event.

15% +/- 5%

- Inputs case notes and data collected during visits into database systems and spreadsheets for record keeping and analyzing purposes; enters case notes to track the services clients receive; enters services provided and billable hours into database for grant reimbursement; tracks clients, services, and programs in a spreadsheet for analysis of effectiveness of DSAS programs; creates reports in database to compare numbers across clients, see trends in services, and track internal goals; researches best practices to improve deficient areas and keep up with current research in serving older and disabled adults.

5% +/- 2%

- Performs supporting administrative responsibilities; prepares various reports, records, and other documents; responds to emails and phone calls; attends various trainings and meetings; attends unit meetings to present on programs and services and assist other staff with making referrals; develops relationships with community partners to facilitate seamless provision of services for clients; participates in intra/inter-agency collaboration to solve issues and improve provision of services for clients; assists with providing feedback and recommendations on department software(s) to increase efficiency/functionality.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in social work, psychology, sociology, public administration, human services, or related field with three (3) years of social program experience; **or any equivalent combination of education, training, and experience as defined below.**

Highest degree of education attained	Experience required
High school diploma/GED	8 years
Unrelated associate degree	8 years
Related associate or unrelated bachelor's degree	5 years
Related bachelor's degree	3 years
Related or unrelated master's/doctoral degree	3 years

Related degree fields: social work, psychology, sociology, public administration, or human services.

Related work experience: social program experience, specifically working with seniors, adults, or disabled adults and managing care planning.

- Valid driver's license, proof of automobile insurance, and access to a vehicle.

Additional Requirements

- No special license or certification is required.

Senior and Adult Benefits Program Specialist

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.

Supervisory Responsibilities

- No supervisory responsibilities required.

Technology Requirements

- Ability to operate a variety of software and databases including case management database (PeerPlace), database software (System for Award Management), email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), 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 such to established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including benefits application forms, case file review reports, client application documentation, cost savings reports, correspondence, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, benefits program guidelines, and Health Insurance Portability and Accountability Act (HIPAA).
- Ability to prepare mileage reports, Medicare Improvements for Patients and Providers (MIPPA) Report, Home Energy Assistance Program (HEAP) Report, Emergency Assistance Requests, benefits applications, client tracking reports, correspondence 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 social program terminology and language.
- Ability to communicate with supervisor, coworkers, clients, caregivers, health care providers, other social service agencies, utility companies, and the general public.

Senior and Adult Benefits Program Specialist

Environmental Adaptability

- Work is typically performed in an office environment and at community events.

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
19081	Consumer Affairs Investigator	Fiscal Office – Consumer Affairs	Non-Exempt	8A

PROPOSED REVISED CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
19081	Consumer Affairs Investigator	Fiscal Office – Consumer Affairs	Non-Exempt	8A

Requested By:	Personnel Review Commission
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Rationale:	PRC routine maintenance. Classification last revised in 2020. Changes were made to the technology requirements, environmental factors, and language and formatting. No change to pay grade or FLSA status.
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No. of Employees Affected:	Two (2)
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Dept.(s) Affected:	Fiscal Office – Consumer Affairs
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Fiscal Impact:	None
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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>
Sheryl Harris, Director, Consumer Affairs	2/28/2024	Email	Sent drafted specification
Michael Chambers, Chief Fiscal Officer	2/28/2024	Email	CC'ed on email
Jim Battigaglia, Archer Consultant	3/7/2024	Email	Pay grade evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Consumer Affairs Investigator	Class Number:	19081
FLSA:	Non-Exempt	Pay Grade:	8A
Dept:	Fiscal Office – Consumer Affairs		

Classification Function

The purpose of this classification is to investigate consumer fraud violations, mediate consumer complaints, and provide other functions related to investigations, complaint mediation, and consumer protection.

Distinguishing Characteristics

This is a journey-level classification that receives direction from management in the form of broad objectives and receives instruction or assistance as new or unusual situations arise. Incumbents are expected to become/remain up-to-date regarding methods, protocols, procedures, and applicable regulations. This class requires extensive public contact in communicating consumer protection, laws, and regulations and mediating consumer complaints.

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%

- Mediates disputes between consumers and businesses; provides explanatory information to consumers; encourages businesses to make changes to deceptive policies and procedures or deliver services or refunds to wronged customers; conducts field work relevant to investigating disputes or complaints; prepares and maintains logs of cases and disputes.

30% +/- 10%

- Receives consumer inquiries by phone, internet, and in-person and provides information relevant to questions and problems; provides advice, resources, and guidance to consumers regarding scams and consumer protection; takes complaints of consumer protection violations; refers consumers to appropriate agency(s) when needed; advises scam victims, near-victims, and families about identifying and reducing exposure to scams.

25% +/- 10%

- Conducts consumer fraud investigations; identifies unfair and deceptive practices that violate county, state, or federal consumer laws; collects and analyzes contracts, data, and other relevant case documents; locates and interviews witnesses, victims, suppliers, informants, and potential defendants; conducts research and prepares summaries on consumer case law to assist with decisions regarding legal action for cases; prepares evidence, investigative reports, summaries, and exhibits to present for settlement negotiations and civil litigation; drafts civil investigative requests, summons, and settlement agreements; prepares and maintains reports and logs documenting case status; calculates victim damages; appears in court and at hearings as a witness as needed.

Consumer Affairs Investigator

10% +/- 5%

- Coordinates with partner agencies (including law enforcement, consumer protection, advocate groups, task forces, etc.) regarding consumer protection issues; develops and maintains effective relationships with subject matter experts from other agencies to strategize ideas and solutions and share scam reports and trends; attends conferences and trainings to stay abreast of best practices in the field.

Minimum Training and Experience Required to Perform Essential Job Functions

- Associates degree in law enforcement or criminology or a related field with a minimum of three (3) years of experience in consumer fraud investigations; or an equivalent combination of education, training, and experience.
- Valid driver's license, proof of automobile insurance, and a vehicle.

Additional Requirements

- No additional licenses or certifications are required.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

- Ability to operate a variety of office machines including laptops, computers, smart devices and multi-function printers.

Technology Requirements

- Ability to operate a variety of software and databases including email software (Microsoft Outlook), presentation software (Microsoft PowerPoint), spreadsheet software (Microsoft Excel), word processing software (Microsoft Word), and other legal research, digital forensic, and mobile phone investigation software.

Supervisory Responsibilities

- No supervisory responsibilities.

Mathematical Ability

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

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 repair or billing invoices, contracts or agreements, financial agreements, variety of business records, advertisements, complaints from public, registration/permit/license forms, consumer litigation and news, and related forms and literature.

Consumer Affairs Investigator

- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, consumer laws, training manuals, resource directory, Ohio Consumer Sales Practices Act, Cuyahoga County Bag Ban, County Code, local, State, and Federal laws, and County policies and procedures.
- Ability to prepare summary investigative reports, civil investigative reports, charts, diagrams, cease and desist orders/subpoenas, consumer scam and questions logs, questionnaires, assurance of voluntary compliance settlement resolutions letters and other documents conforming to all rules of punctuation, grammar, diction, and style.
- Ability to convince and influence others, give presentations, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret legal, consumer protection/fraud, and financial literacy terminology.
- Ability to communicate effectively with supervisors, coworkers, business owners and managers, attorneys, prosecutors, law enforcement officials, consumer investigators, government agencies, and the general public.

Environmental Adaptability

- Work is typically performed in an office environment but may require offsite meetings, interviews, and investigations in the field.

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
13081	Consumer Affairs Specialist	Fiscal Office – Consumer Affairs	Non-Exempt	7A

PROPOSED REVISED CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
13081	Consumer Affairs Specialist	Fiscal Office – Consumer Affairs	Non-Exempt	7A

Requested By:	Personnel Review Commission
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Rationale:	PRC routine maintenance. Classification last revised in 2020. Changes were made to the class function, technology requirements, environmental factors, and language and formatting. No change to pay grade or FLSA status.
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No. of Employees Affected:	One (1)
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Dept.(s) Affected:	Fiscal Office – Consumer Affairs
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Fiscal Impact:	None
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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>
Sheryl Harris, Director, Consumer Affairs	2/28/2024	Email	Sent drafted specification
Michael Chambers, Chief Fiscal Officer	2/28/2024	Email	CC'ed on email
Jim Battigaglia, Archer Consultant	3/7/2024	Email	Pay grade evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Consumer Affairs Specialist	Class Number:	13081
FLSA:	Non-Exempt	Pay Grade:	7A
Dept:	Fiscal Office - Consumer Affairs		

Classification Function

The purpose of this classification is to educate and assist consumers concerning consumer protection, scam prevention, and the Department of Consumer Affairs' work, ~~financial literacy, and weights and measures~~ as well as to assist in the development and implementation of education and outreach programs and literature.

Distinguishing Characteristics

This is an entry-level classification that receives direction from management in the form of broad objectives and receives instruction or assistance as new or unusual situations arise. Incumbents are expected to become/remain up-to-date regarding methods, protocols, procedures, and applicable regulations. This class requires extensive public contact in communicating consumer protection education content and regulations. This class requires the flexibility to attend events during evenings and weekends, as necessary.

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%

- Participates in the development, implementation, and presentation of educational programs and materials relating to consumer protection, financial literacy, and weights and measures to various audiences; plans, coordinates, presents, and markets educational and/or outreach events and materials for the public and County website; conducts research related to consumer issues for inclusion in presentations, print materials, social media posts, and the County webpage; prepares, schedules, and delivers educational presentations and trainings to all types of audiences (businesses, government officials, students, colleagues, general consuming public, etc.); attends events to represent the County and distribute educational material to attendees; participates in the production of video content directed towards educating the public and promoting educational programs and materials.

30% +/- 10%

- Creates content to help promote the department; manages social media accounts by posting relevant content and monitoring social media and newsfeeds for relevant content; writes and develops communications for the website and newsletters to promote the department's mission and goals; reads and edits content written by other department members for press release or inclusion on department website.

15% +/- 5%

- Receives consumer inquiries by phone, internet, and in person and provides information relevant to questions and problems; provides advice, resources, and guidance to consumers regarding scams, consumer protection, financial literacy, and weights and measures; takes complaints of consumer protection violations; refers consumers to appropriate agency(s) when needed; advises scam victims, near-victims, and families about identifying and reducing exposure to scams.

Consumer Affairs Specialist

15% +/- 5%

- Attends and participates in multi-agency task force meetings and work groups related to financial literacy or consumer protection; develops and maintains effective relationships with subject matter experts from other agencies to improve program development, strategize ideas, and share scam trends; travels to events to give presentations.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in communications, public relations, journalism, marketing, or related field with two (2) years of experience in public speaking, public relations, communications, social media marketing, or related experience; or an equivalent combination of education, training, and experience.
- Valid driver's license, proof of automobile insurance, and 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 laptops, computers, smart devices, and multifunction printer.

Technology Requirements

- Ability to operate a variety of software and databases including email software (Microsoft Outlook), presentation software (Microsoft PowerPoint), spreadsheet software (Microsoft Excel), word processing software (Microsoft Word), and database software (Ready Notify).
- Ability to create charts and graphs comparing and analyzing data and trends.

Supervisory Responsibilities

- No supervisory responsibilities.

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 consumer literature and news, complaints from the public, financial literature and news, and related forms and literature.

Consumer Affairs Specialist

- Ability to comprehend a variety of reference books and manuals including consumer laws, training manuals, and Employee Handbook.
- Ability to prepare PowerPoint presentations, charts, diagrams, letters, marketing materials, consumer tip sheets, speeches, reports, grant proposals, quarterly outreach statistics, and other documents conforming to all rules of punctuation, grammar, diction, and style.
- Ability to convince and influence others, give presentations, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret marketing, consumer protection/fraud, and financial literacy terminology.
- Ability to communicate effectively with supervisor, management, co-workers, non-profit groups, community agencies, government agencies, law enforcement, members of the media, and the general public.

Environmental Adaptability

- Work is typically performed in an office environment and at off-site events.

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
12131	Intelligence Analyst	Public Safety and Justice Services	Non-Exempt	6A

PROPOSED REVISED CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
12131	Intelligence Analyst	Public Safety and Justice Services	Non-Exempt	7A

Requested By:	Personnel Review Commission
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Rationale:	Update requested by department. Classification last revised in 2021. Changes were made to the essential functions, minimum qualifications, technology requirements, and language and formatting. No change to FLSA status. The pay grade increased from 6A to 7A.
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No. of Employees Affected:	Three (3)
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Dept.(s) Affected:	Public Safety and Justice Services
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Fiscal Impact:	PG 6A: \$48,339.20 - \$67,683.20 PG 7A: \$51,521.60 - \$72,113.60 Step 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>
Jill Smialek, Deputy Director Public Safety and Justice Services	2/22/2024	Email	Sent drafted specification
	3/26/2024	Email	Pay grade change notification
Jim Battigaglia, Archer Consultant	3/7/2024	Email	Pay grade evaluation
Kelli Neale, Program Officer 4 John Kennick, Compensation Analyst	3/18/2024	Email	Pay grade change notification

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Intelligence Analyst	Class Number:	12131
FLSA:	Non-Exempt	Pay Grade:	7A
Dept:	Public Safety and Justice Services		

Classification Function

The purpose of this classification is to research, analyze, and evaluate criminal intelligence information to generate reports regarding potential risk of known terrorist or criminal activity to assist law enforcement, government, and private sector agencies.

Distinguishing Characteristics

This is an entry level classification with responsibility for performing intelligence analysis activities in the Northeast Ohio Regional Fusion Center (NEORFC), an organizational partnership between the Cuyahoga County Department of Public Safety & Justice Services and the City of Cleveland Department of Public Safety. The employee works within a framework of established regulations, policies, and procedures and is expected to use judgment in performing work.

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.

45% +/- 10%

- Conducts open-source intelligence research and disseminates the information to superiors; collects information from various sources (e.g., local news, internet searches, national databases, social media platforms, etc.) to identify trends in criminal activity and homeland security; analyzes trends to determine the impact on the area of responsibility; receives data (e.g., terrorist and criminal activity, large-scale threats, etc.) from local, state, federal, and private sector contacts; organizes and prioritizes vast amounts of disparate information into a format that is usable to produce finished intelligence products; navigates social media platforms and other intelligence-gathering applications to collect information and identify trends.

35% +/- 10%

- Collects and analyzes data to determine existence of potential threats; receives and analyzes tips and leads submitted to the NEORFC, and carefully reviews to evaluate validity of source information for the existence of potential threats; adjudicates and disseminates authenticated information to appropriate agency; reads and analyzes various forms of qualitative information and determines whether the data can be linked to other bodies of information; verifies originating agency identifier (ORI) and criminal predicate for incoming requests for information (RFIs) that require use of databases containing personally identifiable information (PII) and/or law enforcement sensitive (LES) information; creates threat assessments, intel bulletins, safety bulletins, situational awareness bulletins, suspicious activity reports, and threat briefs; maintains Department of Homeland Security (DHS) SECRET Clearance; conducts research and data mining through the Homeland Secure Data Network (HSDN) and identifies individuals on the Terrorist Watchlist; evaluates critical and timely criminal, terrorist, and suspicious activity related information from stakeholders to inform of potential threats..

20% +/- 10%

- Analyzes, inputs, and summarizes various types of information; creates, prepares, and presents finished intelligence products to various stakeholders; reviews and proofreads written work to correct

Intelligence Analyst

errors (e.g., grammar, technical jargon, missing information, unclear ideas, etc.); communicates with National Fusion Center Network to share and receive pertinent intelligence information; coordinates with internal staff and presents collected data in a structured format to determine whether a threat is actionable; engages in open dialogue on potential threats to evaluate various factors of the situation; inputs authenticated information into the appropriate database; disseminates actionable intelligence information to various entities through written correspondence or oral presentation; provides strategic intelligence products (e.g., memos, bulletins, situational awareness postings, etc.) to different levels of first responders to assist them with their duties; combines relevant information from various sources to create finished intelligence products that allow stakeholders to make informed decisions; identifies emerging and cross-jurisdictional factors regarding terrorism and crime within the NEORFC's six-county area of responsibility; assists in the preparation of presentations; attends meetings, conferences, and other training sessions; educates community partners on the mission and purpose of the NEORFC.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in business, international studies, intelligence analysis, criminal justice, statistics, or related field; and two (2) years of experience with private security, homeland security, or the criminal justice system, or an equivalent combination of education, training, and experience.

Additional Requirements

- Must complete 28 CFR Part 23 training within 90 days of hire.
- Must complete Fundamentals of Intelligence Analyst Training (FIAT) within one year of hire.
- Must be able to pass extensive background check and maintain secret security clearance as issued by the Department of Homeland Security (DHS)
- Must successfully complete training to ensure baseline proficiency in intelligence analysis and production within six (6) months of being hired. Individuals with two (2) or more years of experience as an intelligence analyst in a Federal intelligence agency, the military, or state and/or local law enforcement intelligence unit may be exempt from completing the training.

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 computer applications including word processing software (Microsoft Word), spreadsheet software (Microsoft Excel), electronic mail software (Microsoft Outlook), presentation software (Microsoft PowerPoint), database software (including internal records management software, , EGuardian, FBI Virtual Command Center, NFCA Dashboard), and other software applications as needed.

Supervisory Responsibilities

- No supervisory responsibilities required.

Mathematical Ability

Intelligence Analyst

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

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 Requests for Information (RFI), Suspicious Activity Report (SAR), raw intelligence information from various sources (e.g., local news, internet searches, national databases, social media platforms, etc.), Terrorist Screening Center Reports, Situational Intel/Awareness reports, intelligence briefs, Special Event Threat Assessments (SETA), and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Cuyahoga County Employee Handbook, federal laws, state laws, 28 CFR Part 23, federal guidelines in regard to SECRET security clearance, Executive Order 13-549 Classified National Security Info Program for state, local, and private sector entities, NEORFC policies, and department policies and procedures.
- Ability to prepare correspondence, threat assessments, suspicious activity reports, officer safety bulletins, national/international intelligence bulletins, Request for Information (RFI), criminal intelligence reports, SAR, Special Event Threat assessments, Situational Awareness report, intelligence briefs, 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 intelligence and legal related terminology and language.
- Ability to communicate with supervisor, co-workers, law enforcement and fire service personnel, NEORFC interns, state, federal, and private-sector partner 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.

CURRENT CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
12011	Security Lieutenant	Sheriff's Department	Exempt	10A

PROPOSED REVISED CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
12011	Security Lieutenant	Sheriff's Department	Exempt	11A

Requested By:	Personnel Review Commission
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Rationale:	PRC routine maintenance. Classification last revised in 2020. Changes were made to the essential functions, distinguishing characteristics, physical requirements, environmental factors, and language and formatting. A technology section was added. No change FLSA status. Pay grade increased from 10A to 11A
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No. of Employees Affected:	One (1)
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Dept.(s) Affected:	Sheriff's Department
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Fiscal Impact:	PG 10A: \$61,006.40 - \$85,363.20 PG 11A: 11A (\$64,126.40 - \$89,793.60 Step 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>
Jay Hodge, Deputy Sheriff Captain	2/12/2024 3/26/2024	Email Email	Sent drafted specification Pay grade change notification
Jim Battigaglia, Archer Consultant	3/7/2024	Email	Pay grade evaluation
Kelli Neale, Program Officer 4 John Kennick, Compensation Analyst	3/18/2024	Email	Pay grade change notification

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Security Lieutenant	Class Number:	12011
FLSA:	Exempt	Pay Grade:	11A
Dept:	Sheriff's Department		

Classification Function

The purpose of this classification is to coordinate the day-to-day operations of the Protective Services division of the Sheriff's Department on an assigned shift and to provide direct supervision to Security Officer Sergeants and Physical Structure Security Specialists.

Distinguishing Characteristics

This is a second-level supervisor classification, responsible for supervision of all security personnel on an assigned shift, directly and through subordinate supervisors. This class works under general direction and the incumbents are expected to exercise discretion in applying policies and procedures to emergency situations and in resolving day-to-day issues. Employees are expected to ensure that assigned activities are completed in a timely and efficient manner.. This position is considered essential and remains on-call 24 hours a day and during holidays and County closures.

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%
- Coordinates the day-to-day operations of the Protective Services division in the Sheriff's department on an assigned shift; monitors building security issues and activity of Protective Services employees by reviewing daily security reports and conducting briefings with subordinates; reviews daily security reports and/or incident reports and ensures accuracy; ensures accident reports, slip and fall reports, and motor vehicle accident reports are completed and proper photos are taken for insurance, risk management, and worker's compensation claims; manages staffing levels for various shifts by reviewing the daily personnel assignment schedule to ensure adequate staffing; reviews and evaluates security needs at various county buildings; meets with building management to establish security needs; visits county buildings to observe duties of subordinates being carried out at buildings, oversee fire drills or emergency situations, or communicate directly with staff involved in incidents; resolves complaints from the public regarding protective services actions; monitors trends in crime and safety incidents throughout Cuyahoga County; completes yearly schedule (department matrix) of which post staff are assigned for the year according to union contract and seniority; assumes command in heightened security or emergency response situations as needed or until properly relieved; oversees vehicle usage and maintenance; maintains firearm records and firearm serial numbers.

- 40% +/- 10%
- Supervises and directs Security Officer Sergeants 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 training needs such as firearms training, training new cadets, new hire orientation, and active shooter training;

Security Lieutenant

meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.

10% +/- 5%

- Participates in negotiations and facilitates relationships with union employees; remains abreast of terms and changes made to collective bargaining agreements; participates in labor management committee meetings for officers and sergeants to negotiate issues affecting day to day operations; attends grievance hearings and participates through the entire grievance process to assist with resolving grievance issues for union employees.

5% +/- 2%

- Contributes to the Protective Service department's operating budget decisions and manages department resources; communicates with the county's fiscal office to discuss purchases for the department; recommends future budget requests and cost saving strategies to management; ensures bullet resistant vests and firearms are replaced when expired according to industry standards.

5% +/- 2%

- Stays abreast of current trends, requirements, and innovations in the field; recommends the use of technology to ensure effective and efficient use of resources; recommends updates to policies and procedures and oversees implementation.

Minimum Training and Experience Required to Perform Essential Job Functions

- High School diploma or equivalent and three (3) years of experience as a security officer or related experience plus two (2) years of experience at a supervisory level providing facility and personal security; or an equivalent combination of education, training, and experience.
- Ohio Peace Officer Training Academy (O.P.O.T.A) certification is required.
- Completion of firearms training or certification is required.

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 and equipment including computer and multifunction printer.
- Ability to use a variety of communications and law enforcement tools and equipment including two-way radio, firearm, pepper spray, and handcuffs.
- Ability to lift, push, and pull up to 25 pounds.

Security Lieutenant

Technology Requirements

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

Supervisory Responsibilities

- Ability to schedule, 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, and 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 such to established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including incident reports, billing invoices, timesheets, attendance records, vehicle reports, operation equipment reports, invoices, disciplinary reports, grievances, performance evaluations, and vacation requests.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, Ohio Peace Officer Training Commission guidelines, Private Investigators Security Guard Services Standards (PISGS), departmental and county policy manual, department manuals, municipal ordinances, union contracts, Ohio Administrative Code, and the Ohio Revised Code (ORC).
- Ability to prepare memos, logs, reports, performance appraisals, disciplinary reports, schedules, time slips, orders, budgets, inventory reports, annual incident reports, 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, convince, and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department.
- Ability to communicate with employees, management, employees of outside agencies and departments, and the general public.

Security Lieutenant

Environmental Adaptability

- Work is primarily performed indoors.
- Work involves responding to security emergency situations and may involve exposure to violence, noise extremes, and strong odors.

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
19071	Supervisor, Weights and Measure	Fiscal Office – Consumer Affairs	Exempt	9A

PROPOSED REVISED CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
19071	Supervisor, Weights and Measure	Fiscal Office – Consumer Affairs	Exempt	9A

Requested By:	Personnel Review Commission
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Rationale:	PRC routine maintenance. Classification last revised in 2020. Changes were made to the essential functions, technology requirements, environmental factors, and language and formatting. No change to pay grade or FLSA status.
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No. of Employees Affected:	One (1)
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Dept.(s) Affected:	Fiscal Office – Consumer Affairs
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Fiscal Impact:	None
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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>
Sheryl Harris, Director, Consumer Affairs	2/22/2024	Email	Sent drafted specification
Michael Chambers, Chief Fiscal Officer	2/22/2024	Email	CC'ed on email
Jim Battigaglia, Archer Consultant	3/7/2024	Email	Pay grade evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Supervisor, Weights and Measures	Class Number:	19071
FLSA:	Exempt	Pay Grade:	9A
Dept:	Fiscal Office – Consumer Affairs		

Classification Function

The purpose of this classification is to plan, coordinate, schedule, and supervise inspection and testing of counts, weights, and measures of products sold to the general public within Cuyahoga County to ensure accuracy, fairness, and correctness.

Distinguishing Characteristics

This is a supervisory level classification that works under general direction and within a specific framework of policies, procedures, and regulations. This position oversees the operations of a unit, coordinates the workload of the unit, and ensures compliance with time and quality objectives. This class requires extensive public contact in the enforcement of laws and regulations.

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%

- Plans, coordinates, and supervises the inspection and testing of scales, motor fuel pumps, and other weighing and measuring devices including computing, spring, counter, platform, jeweler, ~~prescription~~, and point of sales scales for accuracy, correctness, and appropriate electrical/mechanical functions; oversees the inspection of packages for consumer products; participates in the inspection and certification of weights and measures devices; coordinates testing with state inspectors for devices that are required to have state permits; determines testing procedures to ensure uniformity and compliance with laws and regulations; ensures that the unit has properly functioning equipment required to conduct tests and inspections in the field.

30% +/- 10%

- Supervises and directs the work of Inspectors 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, mileage reports, 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 training needs; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.

20% +/- 10%

- Receives and reviews complaints from individuals, businesses, and/or other weights and measures officials and takes appropriate action; delegates consumer complaints to inspectors based on complaint locations; communicates with business owners, managers, or device operators to convey inspection or test outcomes, corrective actions, and/or need for compliance with applicable laws, specifications, and tolerances.

Supervisor, Weights and Measures

10% +/- 5%

- Performs supporting administrative responsibilities; attends trainings and conferences to stay abreast of best practices and changes to laws and regulations; meets with director to discuss the unit's progress and any issues affecting unit's work; prepares reports tracking inspections performed by the unit, including number, type, and result; prepares year-end annual report mandated by the state; coordinates meetings with service companies for annual testing; compiles statistics and creates annual summary reports for device tests and additional inspections for the County.

Minimum Training and Experience Required to Perform Essential Job Functions

- High school diploma or equivalent and five (5) years of experience as a certified Weights and Measures inspector; or an equivalent combination of education, training, and experience.

Additional Requirements

- A Weights and Measures certification is required.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

- Ability to operate a variety of office machines including laptops, computers, smart devices, and multi-function printers.
- Ability to operate a variety of related tools and test standards including weight verification kit, retail fuel prover, and tape measure.

Technology Requirements

- Ability to operate a variety of software and databases including email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), word processing software (Microsoft Word), and database software (WinWam).

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 the discipline or discharge of employees.

Mathematical Ability

- Ability to add, subtract, multiply, divide, calculate decimals and percentages, and perform routine and advanced statistics (standard deviation, etc.).

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 customer complaint forms, timesheets, calibration reports, inspection reports, price verification reports, package checking reports, mileage reports; correspondence, and other reports and records.
- Ability to comprehend a variety of reference books, manuals, and guidelines including weights and measures handbooks, tolerances and technical requirements, Ohio Weights and Measures Laws and Rules, Ohio Revised Code 1327, and Cuyahoga County Code Title 13.
- Ability to prepare inspection and test reports, annual state-mandated report, , training classes, 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 develop and maintain effective working relationships with a variety of individuals within and outside the Department.
- Ability to use and interpret weights and measures regulations, legal terminology and language.
- Ability to communicate with co-workers, supervisor, staff, other County employees, business owners, service company employees, representatives from state agencies, and the general public.

Environmental Adaptability

- Work is performed in an office environment and in the field performing or supervising inspections.
- Work may involve exposure to temperature and weather extremes, fumes, odors, dust, ~~smoke~~, machinery, traffic hazards, and loud noises.

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.