



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

To: PRC Commissioners

From: Rebecca Kopcienski, Director

Date: July 3, 2025

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 July 9, 2025, Commission meeting. Routine maintenance and changes in departments' operational needs necessitate classifications be created, revised, and deleted. These changes have been prepared by the PRC Class and Comp staff and reviewed by the PRC's Manager of Classification and Compensation, who has worked extensively with the Department of Human Resources and County's management teams to ensure they are fully informed of these proposed changes.

Below are the recommended changes.

REVISED CLASSIFICATIONS (Revised Title)	CURRENT PAY GRADE & FLSA	RECOMMENDED PAY GRADE & FLSA	DEPARTMENT
Chief Surveyor 18083	17A Exempt	17A Exempt (No Change)	Public Works
Emergency Management Specialist 12091	8A Exempt	8A Exempt (No Change)	Public Safety and Justice Services
Job Coach 14191	8A Exempt	8A Exempt (No Change)	Human Resources and Sheriff's Office
Manager, Multimedia 16212	15B Exempt	16B Exempt	Communications
Multimedia Designer 16211	11B Exempt	12B Exempt	Communications
Supervisor, CECOMS Operations 12101	9A Exempt	9A Exempt (No Change)	Public Safety and Justice Services
Supervisor, Parking Facility 15131	5A Non-Exempt	5A Non-Exempt (No Change)	Public Works

CURRENT CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
18083	Chief Surveyor	Public Works	Exempt	17A
PROPOSED REVISED CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
18083	Chief Surveyor	Public Works	Exempt	17A

Requested By:	Personnel Review Commission
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Rationale:	PRC routine maintenance. Classification last revised in 2021. Changes to essential functions, language, and formatting. A technology section and minimum qualifications equivalency table were added. 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:	Public Works
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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>
Thomas Sotak, Deputy Chief Engineering	4/3/2025	Email	Sent drafted specifications
	4/21/2025	Email	Reminder
Jim Battigaglia, Archer Consultant	5/6/2025	Email	Pay grade evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Chief Surveyor	Class Number:	18083
FLSA:	Exempt	Pay Grade:	17A
Dept:	Public Works		

Classification Function

The purpose of this classification is to manage the Survey section of the Public Works Engineer Office related to field crews, right-of-way plan preparation, legal description preparation, land acquisition issues, permits, and public assistance regarding land boundary records. In addition, this classification directs tax map section operations related to maintaining the current tax maps and G.I.S system mapping for land valuation and property tax assessment.

Distinguishing Characteristics

This is a management classification with responsibility for planning, directing, and controlling the Survey section of the Public Works Engineering Office. This class requires the analysis and solution of operational, technical, administrative, and management problems related to engineering. The employee is expected to consult and collaborate with the Chief Deputy Engineer to discuss plans, programs, and objectives, and to present solutions to identified concerns. The incumbent exercises discretion in applying policies and procedures to resolve organizational issues and to ensure 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.

40% +/- 10%

- Plans, organizes, directs, and controls the functions of the surveying section of Public Works; reviews survey requests and determines scopes of work and work plans for projects; assigns work based on survey requests; evaluates bid proposals, consultant submissions, and new equipment performance; evaluates section performance and the section's interaction with other sections and departments within and outside of the County; enforces safety rules and regulations; estimates costs and makes recommendations for section budget.

25% +/- 10%

- Supervises and directs the work of Engineering Map Supervisors, Licensed Land surveyors, Survey Technicians, Engineering Technicians, Project Managers, 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; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.

25% +/- 10%

- Prepares and reviews a variety of survey related documentation (parcel maps, legal descriptions, records of surveys, subdivision maps, drawings, etc.) for technical accuracy for use in projects or for record keeping; reviews and approves condominium and Air Rights plats for recording at the

Chief Surveyor

County Recorder's Office; assists with review and approval of property legal descriptions for the County Land Bank and the Prosecutor's Office.

10% +/- 5%

- Performs supporting administrative responsibilities; attends a variety of trainings and meetings (pre-construction meetings, project status meetings, consultant meetings, etc.); provides road, bridge, and property records for public records requests; stays abreast of new technology and equipment in the surveying field; develops and implements improvements in survey methods, procedures, and equipment.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in surveying or a related field and six (6) years of experience including highway/bridge plan preparation, field surveying practices, and/or GPS/GIS mapping; **or any equivalent combination of training and experience as defined in the table below:**
- Valid driver's license and proof of automobile insurance.

Highest degree of education attained	Experience required
HS diploma/GED or unrelated degree of any level	Screened out
Related bachelor's degree	6 years
Related master's/doctoral degree	4 years

Related degree fields: surveying, civil engineering, geophysics, construction.

Related work experience: highway/bridge plan preparation, field surveying practices, GPS/GIS mapping, historical survey research.

Additional Requirements

- A Professional Surveyor (PS) license is required. If the PS license is not issued by the State of Ohio, then an Ohio PS license must be obtained within six (6) months of hire.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

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

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.

Technology Requirements

- Ability to operate a variety of software including word processing software (Microsoft Word), electronic mail software (Microsoft Outlook), spreadsheet software (Microsoft Excel), and PDF software (Adobe, Bluebeam).

Mathematical Ability

- Ability to add, subtract, multiply, divide, and perform college level algebra, geometry, and calculus.

Language Ability & Interpersonal Communication

- 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 such objectives, functions, and requirements.
- Ability to comprehend a variety of informational documents including forms, highway and bridge design plans, plat maps, legal descriptions, project survey data, bid documents, certifications, subpoenas, right of way plans, survey plans, time sheets, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including O.D.O.T. manuals, O.R.C., Ohio Administrative Code 4733, County conveyance standards, N.G.S. guidelines, Employee Handbook, reference manuals, contracts, specifications, standards, guidelines, equipment manuals, and codes.
- Ability to prepare right-of-way plans, legal descriptions, map and exhibit sketches, memos, performance appraisals, correspondence, agreements, contracts, plans, estimates, requests for proposals, databases, charts, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to use and interpret engineering and related legal terminology and language.
- Ability to communicate with staff, directors of other sections, consultants, vendors, departmental employees, and administrators.

Environmental Adaptability

- Work is typically performed in an office environment and in the field.
- Work may involve exposure to temperature or weather extremes, smoke, dust, pollen, wetness, humidity, animals, wildlife, bright or dim lights, machinery, noise extremes, and traffic hazards.

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
12091	Emergency Management Specialist	Public Safety and Justice Services	Exempt	8A
PROPOSED REVISED CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
12091	Emergency Management Specialist	Public Safety and Justice Services	Exempt	8A

Requested By:	Personnel Review Commission
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Rationale:	PRC routine maintenance. Classification last revised in 2021. Changes to essential functions, language, and formatting. A minimum qualifications equivalency table was added. 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:	Public Works and Justice Services
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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>
Bryan Kloss, Supervisor, Emergency Management	4/23/2025	Email	Sent drafted specifications
	5/9/2025	Email	Reminder
	5/23/2025	Email	Final Reminder
Jim Battigaglia, Archer Consultant	6/12/2025	Email	Pay grade evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Emergency Management Specialist	Class Number:	12091
FLSA:	Exempt	Pay Grade:	8A
Dept:	Public Safety and Justice Services		

Classification Function

The purpose of this classification is to assist in the development and update of emergency preparedness exercises, emergency response plans, public safety training programs, and public outreach programs.

Distinguishing Characteristics

This is an entry level classification that receives general and specific direction from management as well as 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 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%

- Assists in the development, update, and implementation of emergency preparedness exercises and emergency response plans; assists with providing technical assistance to partner agencies, municipalities, medical facilities, and schools with the development of local emergency plans; assists with planning emergency preparedness test exercises; organizes and coordinates the logistics of training programs, workshops, and exercises; attends and participates in Local Emergency Planning Committee (LEPC) meetings, Emergency Management Meetings, Tabletop Exercises, Cuyahoga County Office of Emergency Management (CCOEM) Summit, and other meetings and conferences; creates maps using geographic information software; helps to identify areas of improvement across the County Emergency Plan Program to ensure compliance with the Emergency Management Accreditation Program (EMPAP) standards.

30% +/- 10%

- Provides support with coordinating public outreach campaigns and materials; assists with developing training materials and presentations for emergency management trainings and presentations; prepares fact sheets, newsletters, flyers, and emergency preparedness guides; manages social media accounts and posts updates, news, and notifications to social media accounts, office website, and Ready Notify program; reviews and edits publications; attends public outreach events to answer questions and pass out literature; delivers presentations regarding emergency management plans.

10% +/- 5%

- Conducts emergency response activities at the County Emergency Operations Center when activations occur; acts as a member of the incident support team; assists with fulfillment of resource requests; coordinates with public officials and communities for damage reports; assists with performing damage assessments of public and private property; maintains activity logs to document emergency or disaster events; ensures the operational readiness of the operations center; tests and evaluates equipment.

20% +/- 10%

Emergency Management Specialist

- Performs supporting administrative responsibilities; responds to emails and phone calls; attends various trainings and meetings; inputs data into databases; receives and fills public records requests; completes/coordinates completion of mandated reporting (Tier II reports, spill reports, damage reports, etc.); stays abreast of best practices, new policies and procedures, and laws; meets with internal and external stakeholders.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in emergency management, public administration, or other public safety discipline with one (1) year of public safety experience; or **any equivalent combination of training and experience as defined below:**

Highest degree of education attained	Experience required
High School Diploma/GED	7 years
Unrelated associate degree	5 years
Unrelated bachelor's/Related associate degree	3 years
Related bachelor's degree	1 year
Related/unrelated master's/doctorate degree	1 year

Related degree fields: communications, business administration, any social science, public safety management, law enforcement

Related work experience: emergency response management, occupational safety, fire safety, public safety, first responder.

- Valid driver license, proof of automobile insurance, and access to a vehicle for travel.

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 word processing software (Microsoft Word), electronic mail software (Microsoft Outlook), spreadsheet software (Microsoft Excel), presentation software (CANVA, Microsoft PowerPoint), video and audio-conferencing software, geographic information systems (GIS), mass notification systems, social media, and various planning/mapping software (CAMEO, ReadyMaps).

Supervisory Requirements

- No supervisory responsibilities required.

Mathematical Ability

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

Language Ability & Interpersonal Communication

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including after action reports, Tier II reports, exercise/training evaluation forms, emergency operating plans, publications, memorandums, correspondence, evaluation forms, records requests, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, Emergency Planning and Community Right-to-Know Act, relevant federal and state laws, department guidelines, policies, and procedures, and the Ohio Revised Code.
- Ability to prepare exercise/training evaluation forms, correspondence, publications, evacuation plans, damage assessments, presentations, flyers, planning documentations, excel spreadsheets, job aids, compliance reports, activity logs, meeting agendas, 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 emergency management terminology and language.
- Ability to communicate with supervisors, coworkers, partner agencies, community officials, advisory board, other Cuyahoga County personnel, and the general public.

Environmental Adaptability

- Work is typically performed in an office environment but may be required to be in the field to assist with conducting damage assessments.

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
14191	Job Coach	Human Resources and Sheriff's Office	Exempt	8A
PROPOSED REVISED CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
14191	Job Coach	Human Resources and Sheriff's Office	Exempt	8A

Requested By:	Personnel Review Commission
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Rationale:	PRC routine maintenance. Classification last revised in 2021. Changes to essential functions, language, and formatting. A minimum qualifications equivalency table and technology section were added. No change to pay grade or FLSA status
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No. of Employees Affected:	Three (3)
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Dept.(s) Affected:	Human Resources and Sheriff's Office
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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>
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Demaro Shemo, Warden	5/22/2025	Email	Sent drafted specifications
Jim Battigaglia, Archer Consultant	5/23/2025	Email	Pay grade evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Job Coach	Class Number:	14191
FLSA:	Exempt	Pay Grade:	8A
Dept:	Human Resources and Sheriff's Office		

Classification Function

The purpose of this classification is to provide individualized development plans to improve the performance and well-being of County employees within an assigned department.

Distinguishing Characteristics

This is a journey-level classification with the responsibility of developing individualized development plans working with employees and their supervisors to improve employee performance and well-being within the assigned department. This class works under direct supervision, progressing to more independence as experience is acquired. The employee is expected to independently exercise judgment in performing work and ensure that assigned activities are planned and completed in a timely and efficient manner.

Essential Job Functions

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

50% +/- 10%

- Develops and implements individualized development plans to improve the performance and well-being of County employees within the assigned department; identifies, monitors, and communicates performance improvements; assists the employee with adapting to different work demands; works with supervisor to resolve an employee's job performance challenges; assists employee with problem solving and relationship building; connects the employee to resources and social assistance programs to support employee well-being; mediates problem relationships between the employee and supervisor or the employee and co-workers; conducts individual coaching sessions to support employee development.

30% +/- 10%

- Observes and measures the job performance of assigned employees; provides feedback and support to the employee; informs employee's supervisor of employee performance; develops, monitors, and adjusts performance goals with employee and supervisor; suggests disciplinary actions; tracks employee performance and disciplinary actions in a spreadsheet.

15% +/- 5%

- Works with supervisors, the Organizational and Employee Development and Training Specialist, the Training Manager, and department management to identify departmental solutions to support the performance and well-being needs of employees; collaborates with stakeholders on improving the training and evaluation of employee performance and well-being; assists with assessing training effectiveness to ensure training is used on the job; maintains supplies for training programs.

5% +/- 2%

- Performs related administrative responsibilities; prepares various reports, records, and other documents; responds to emails and phone calls; schedules meetings with employees, supervisors, and stakeholders; attends job and career fairs.

Minimum Training and Experience Required to Perform Essential Job Functions

- Associate degree in communication, human resources, labor relations or related field with three (3) years of experience in human resources, conflict resolution, employee & labor relations, counseling, coaching; or any equivalent combination of training and experience as defined below:

Highest degree of education attained	Experience required
High school diploma/GED	5 years
Unrelated associate degree	4 years
Related associate degree	3 years
Unrelated bachelor's degree	2 years
Related bachelor's/master's/doctoral degree	1 year

Related degree fields: business, psychology, sociology, business administration, public administration, social work, education

Related work experience: training, measuring job performance, customer service, conflict resolution

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 a computer and multifunction printer.

Technology Requirements

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

Supervisory Responsibilities

- No supervisory responsibilities required.

Mathematical Ability

- Ability to add, subtract, multiply, divide, calculate decimals, 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

Job Coach

- Ability to comprehend a variety of informational documents including performance management forms, job counseling reports, discipline reports, discipline tracking sheets, hiring tracking sheets, attendance reports, daily assignment sheets, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including Employee Handbook, Ohio Revised Code, County Code, and State and Federal Human Resource Laws and Regulations.
- Ability to prepare trend reports, performance management reports, discipline tracking reports, new hire reports, attendance reports, 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, to follow instructions.
- Ability to use and interpret human resources and relevant legal terminology and language.
- Ability to communicate effectively with County employees, and outside agencies.

Environmental Adaptability

- Work is typically performed within a corrections facility 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
16212	Manager, Multimedia	Communications	Exempt	15B
PROPOSED REVISED CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
16212	Manager, Multimedia	Communications	Exempt	16B

Requested By:	Personnel Review Commission
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Rationale:	PRC routine maintenance. Classification last revised in 2016. Updates were made to the essential functions and language and formatting. A minimum qualifications equivalency table was added. Pay Grade increased from 15B to 16B.
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No. of Employees Affected:	One (1)
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Dept.(s) Affected:	Communications
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Fiscal Impact:	Pay Grade 15B - \$79,934.40-\$111,883.20 Pay Grade 16B - \$86,361.60-\$120,931.20 The employees' current salaries fall within the new pay grade.
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Staffing Implications:	None
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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>
Kelly Woodard, Director of Communications	2/26/2025	Email	Sent draft class spec for review
	4/16/2025	TEAMS Meeting	Changes to Position
	6/17/2025	Email	Informed about pay grade
Jim Battigaglia, Archer Consultant	5/1/2025	Email	Pay Grade Evaluation
Kelli Neale, Program Officer 4 John Kennick, Manager, Compensation	6/12/2025	Email	Informed about pay grade
	6/23/2025	Email	Sent CPQs and comments

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Manager, Multimedia	Class Number:	16212
FLSA:	Exempt	Pay Grade:	16B
Dept:	Communications		

Classification Function

The purpose of the classification is to plan, direct, coordinate, and manage the technical production of video media activities initiated, generated, and produced by County staff.

Distinguishing Characteristics

This is a professional, management-level class working under the direction of the Communications Director. The person in this class is responsible for overseeing internal and external resources, client relations, and content creation and dissemination to support the goals of the Communication Department. This position is responsible for monitoring the work of outside service vendors as well as supervising and participating with staff. The employee in this class uses interpersonal communication, analytical, and problem-solving skills, as well as technical skills to demonstrate the ability to think creatively and provide marketable solutions in developing and producing content. Incumbents are responsible for all aspects of the daily management and long-term strategic planning and direction of multimedia development for the County. This class requires extensive knowledge of multimedia, A/V, and video equipment, systems, and programs.

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%

- Directs and oversees the development and execution of multimedia projects from initial concept to final delivery and ensures the strategic alignment and quality of projects; gathers project requirements, reviews project proposals, prepares status reports, and monitors projects to ensure that they remain on schedule, within budget, and are in alignment with current technical standards and communication strategy; works with stakeholders to develop strategic communication plans; reviews and researches client concerns and acts as lead collaborative with stakeholders and productions staff to ensure adherence to brand standards and strategic objectives of the Communications department; contributes and produces multi-platform communications for use by broadcast, web, social media, and print; oversees and coordinates graphic design, copywriting, and production.

20% +/- 10%

- Supervises and directs the work of Multimedia Designer(s) 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.

15% +/- 5%

- Captures, directs, and edits Cuyahoga County video productions including in-studio, on-location, live events, and special projects; produces original client driven multimedia content and AV system solutions; utilizes creative storytelling to drive the conception and development of original content from ideation to storyboarding, to piloting, to multimedia program production; uses aesthetic judgment and presentation skills to stylize assigned programs; produces, shoots, and edits high-definition video and optimizes media for various formats.

15% +/- 5%

- Oversees operation of the County AV broadcast systems and digital asset management system; ensures effective live-streaming and archival of County Council meetings and other public meetings; oversees the transition of conference room AV technologies.

10% +/- 5%

- Oversees and maintains production facilities including studio, meeting control rooms, edit stations, and equipment rooms to ensure proper setup, use, and maintenance of production areas and equipment; oversees the work of vendors including A/V installation, configuration, and maintenance; monitors and evaluates the efficiency and effectiveness of multimedia delivery methods and procedures, and makes recommendations for improvements; conducts research for production equipment purchases and provides budgetary pricing and purchase recommendations for future needs and advances in technology.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in communications, video productions, management, digital media, or a related field with six (6) years of experience involving photography, videography, digital editing, storytelling, or related experience; **or any equivalent combination of training and experience as defined below:**

Highest degree of education attained	Experience required
High school diploma/GED	10 years
Unrelated associate degree	10 years
Related associate degree	8 years
Unrelated Bachelor's degree	10 years
Related Bachelor's degree	6 years
Unrelated graduate degree	6 years
Related graduate degree	4 years

Related degree fields: journalism, multimedia technologies, multimedia design, digital media engineering, visual communications

Related work experience: multimedia production, video content production

- Valid driver 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 office machines and equipment including a computer and multifunction printer.
- Ability to move, set-up, and operate a variety of camera systems and video equipment, lighting equipment and light-board, production equipment, AV systems equipment, voice recorders, live broadcasting hardware, sound mixer and other sound equipment, aerial drone with camera system, and various other technologies and software utilized by the County multimedia department.

Technology Requirements

- Ability to operate a variety of multimedia production software including cloud-based digital asset management software (EVO Sharebrowser, Canto), collaboration software (MS OneNote), email software (Outlook), publishing/photo editing software (Adobe Creative Cloud suite: Premiere Pro, Illustrator, Photoshop, InDesign, XD), presentation software (PowerPoint), spreadsheet software (MS Excel), word processing software (MS Word), AV systems software interface (Crestron, Softron, Mersive, etc.), and live stream management software (Streamyard, LiveU Solo, etc.).

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, calculate decimals and percentages, perform routine statistics, and utilize principles of algebra and geometry.

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 project concepts, weekly and monthly analytics reports, strategic plans/objectives, scripts, project outlines, project intake forms, agency promotional and operational documents, video release forms, billing invoices, performance evaluations forms, and other reports and records.
- Ability to comprehend a variety of reference books and materials including the Employee Handbook, Ohio Revised Code, FAA Guidelines for drones, broadcast standards, departmental and County

Manager, Multimedia

policy manual, software manuals, video productions, editing tutorial guides, and various other handbooks and manuals.

- Ability to prepare project ideas, project proposals, project outlines, scripts, customer service requests, project invoices, timesheets, status reports, departmental operational readout reports, annual analytics reports, budget information, 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 marketing, video and audio production, web and network, AV systems, schematic drawings, construction blueprints, renderings, and sound mastering terminology and language.
- Ability to communicate with subordinates, manager, County leadership, agency and department directors, community partners, clients, vendors, contractors, departmental employees, media reporters and broadcast teams, and administrators.

Environmental Adaptability

- Work is typically performed in an office environment and at field locations.
- Work in the field locations may involve exposure to weather conditions, noise extremes, and bright/dim lights.

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
16211	Multimedia Designer	Communications	Exempt	11B
PROPOSED REVISED CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
16211	Multimedia Designer	Communications	Exempt	12B

Requested By:	Personnel Review Commission
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Rationale:	PRC routine maintenance. Classification last revised in 2016. Updates were made to the essential functions and language and formatting. A minimum qualifications equivalency table was added. Pay Grade increased from 11B to 12B.
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No. of Employees Affected:	Two (2)
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Dept.(s) Affected:	Communications
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Fiscal Impact:	Pay Grade 11B - \$65,416.00-\$91,582.40 Pay Grade 12B - \$68,640.00-\$96,116.80 The employees' current salaries fall within the new pay grade.
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Staffing Implications:	None
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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>
Kelly Woodard, Director of Communications	2/26/2025	Email	Sent draft class spec for review
	4/16/2025	TEAMS Meeting	Changes to Position
	6/17/2025	Email	Informed about pay grade
Jim Battigaglia, Archer Consultant	5/1/2025	Email	Pay Grade Evaluation
Kelli Neale, Program Officer 4 John Kennick, Manager, Compensation	6/12/2025	Email	Informed about pay grade
	6/23/2025	Email	Sent CPQs and comments

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Multimedia Designer	Class Number:	16211
FLSA:	Exempt	Pay Grade:	12B
Dept:	Communications		

Classification Function

The purpose of the classification is to capture, direct, and edit video productions including in-studio, on-location, live events, and special projects to meet the goals and communication needs for the agencies, organizations, and partners of Cuyahoga County.

Distinguishing Characteristics

This is a journey level classification responsible for designing, creating, and providing video and multimedia content through multiple County platforms. This position works under general supervision of the Manager, Multimedia and is expected to exercise independent judgment and initiative. The employee in this class ensures that assigned activities are completed in a timely and efficient manner and according to policies, procedures, and related regulations. This class is distinguished from the Manager, Multimedia in that the latter supervises this class and performs the more complex work of the unit.

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.

25% +/- 10%

- Captures, directs, and edits video productions including in-studio, on-location, live events, and special projects; utilizes creative storytelling to drive the conception and development of original content from ideation to storyboarding, to piloting, to multimedia program production; produces, shoots, and edits visual communication projects and optimizes media for various formats; transports and sets up lighting, audio, photo, video, and grip equipment at filming locations; operates digital cameras, camcorders, and audio equipment to record video and audio; ensures composition, focus, exposure, audio levels, and video signals are set to proper guidelines and best results; edits video footage and sound files; captures and edits photography; schedules, plans, and coordinates photography session and photography related projects for marketing, advertising, and communication initiatives; edits and enhances the appearance and level of professionalism in finalized photos.

20% +/- 10%

- Designs and develops multimedia content for a variety of media platforms; communicates with clients to establish multimedia projects' purpose, feasibility, and scope; identifies technical resources and methods needed to achieve project goals; participates in the design of graphics, titles, music, and creative look and sound of projects; makes editorial decisions regarding the assembly of the information, content, and vision as communicated by project stakeholders/management; ensures that project deliverables are produced within the established budget and timeline and according to County brand standards; conducts research and gathers materials to create accurate and engaging messaging.

20% +/- 10%

- Administers AV broadcast systems; determines what equipment and systems are appropriate for each broadcasting project; connects, configures, and troubleshoots AV setups to ensure high-quality broadcasting and live streaming.

Multimedia Designer

20% +/- 10%

- Administers library database of County media content; maintains database containing user accounts, categories, groups, and permissions; monitors the performance of digital media broadcast systems and subsystems including County wide digital sign system and live streaming networks; tracks multimedia analytics tied to consumption of multimedia content.

15% +/- 5%

- Performs supporting administrative responsibilities; prepares and maintains various reports, records, and other documents; responds to emails and phone calls; attends various meetings; attends professional group meetings, conferences, seminars, and trainings to learn new information on industry trends; stays up to date on new technology and trends in the field; applies new learned knowledge to existing multimedia projects; research equipment, hardware, software, technology, and high-end storage systems; makes recommendations to management on purchases of Audio-Video and multimedia technology.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in visual or multimedia arts, communications, digital art / design, film, journalism, or a related field with two (2) years previous experience that includes photography, videography, film editing, or a related field, or any equivalent combination of education, training, and experience.

Highest degree of education attained	Experience required
High school diploma/GED	6 years
Unrelated associate degree	6 years
Related associate degree	4 years
Unrelated Bachelor's degree	6 years
Related Bachelor's degree	2 years
Unrelated graduate degree	6 years
Related graduate degree	1 year

Related degree fields: multimedia technologies, multimedia design, digital media engineering, visual communications

Related work experience: video content production, digital film editing

- 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 office machines and equipment including a computer and multifunction printer.
- Ability to move, set-up, and operate a variety of camera systems and video equipment, lighting equipment and light-board, production equipment, AV systems equipment, voice recorders, live

Multimedia Designer

broadcasting hardware, sound mixer and other sound equipment, aerial drone with camera system, and various other technologies and software utilized by the County multimedia department.

Technology Requirements

- Ability to operate a variety of multimedia production software including cloud-based digital asset management software (EVO Sharebrowser, Canto), collaboration software (MS OneNote), email software (Outlook), publishing/photo editing software (Adobe Creative Cloud suite: Premiere Pro, Illustrator, Photoshop, InDesign, XD), presentation software (PowerPoint), spreadsheet software (MS Excel), and word processing software (MS Word).

Mathematical Ability

- Ability to add, subtract, multiply, divide and calculate decimals and percentages, perform routine statistics, and utilize principles of 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 project concepts, project proposals, project scripts, AV schematics, AV&IT systems drawings and diagrams, equipment lists, equipment order forms, media treatment forms, order delivery sheets, billing invoices, and other reports and records.
- Ability to comprehend a variety of reference books and materials including the Employee Handbook, software manuals, video specifications and regulations, editing tutorial guides, and various other handbooks and manuals.
- Ability to prepare project ideas, project proposals, project outlines, scripts, customer service requests, project invoices, AV broadcast flow charts and diagrams, media treatment forms, timesheets, mileage reimbursement requests, status reports, equipment inventory, budget information, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to use and interpret marketing, video and audio production, web and network, and A/V systems terminology and language.
- Ability to communicate with supervisors, co-workers, County Council Members, Executive leadership, department administrators, clients, vendors, contractors, other County employees, representatives from external agencies and businesses, and the general public.

Environmental Adaptability

- Work is typically performed in an office environment and at field locations.
- Work in the field locations may involve exposure to weather conditions and bright/dim lights.

Multimedia Designer

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
12101	Supervisor, CECOMS Operations	Public Safety and Justice Services	Exempt	9A
PROPOSED REVISED CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
12101	Supervisor, CECOMS Operations	Public Safety and Justice Services	Exempt	9A

Requested By:	Personnel Review Commission
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Rationale:	PRC routine maintenance. Classification last revised in 2021. Changes were made to essential job functions and language and formatting. A minimum qualifications equivalency table was added. No change to pay grade or FLSA status.
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No. of Employees Affected:	Four
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Dept.(s) Affected:	Public Safety and Justice Services
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Fiscal Impact:	No change to paygrade or FLSA status.
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Staffing Implications:	None
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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>
Jacqueline Costa, Supervisor, Quality Assurance	5/22/2025 7/3/2025	Email Email	Sent draft class spec for review Informed about pay grade
Jill Smialek, Deputy Director Public Safety and Justice Services			
Jim Battigaglia, Archer Consultant	6/23/2025	Email	Pay Grade Evaluation
Kelli Neale, Program Officer 4 John Kennick, Manager, Compensation	7/2/2025	Email	Informed about pay grade

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Supervisor, CECOMS Operations	Class Number:	12101
FLSA:	Exempt	Pay Grade:	9A
Dept:	Public Safety and Justice Services		

Classification Function

The purpose of this classification is to supervise subordinate personnel at the Cuyahoga Emergency Communications Systems (CECOMS) Center and to provide emergency communications services.

Distinguishing Characteristics

This is a first-line supervisor level classification, working under direction of a senior supervisor within the Cuyahoga Emergency Communications Systems (CECOMS) Center. The employee supervises subordinate personnel and provides emergency communications services. The employee works within a framework of policies, procedures, and regulations. 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 in 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.

50% +/- 10%

- Supervises and directs the work of Emergency Call-Takers, and other assigned personnel at CECOMS; 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; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge; prepares schedules for personnel and ensures that the emergency call center is adequately staffed; completes weekly Quality Assurance Reviews.

20% +/- 10%

- Answers 9-1-1 cellular calls; obtains caller information and transfers calls to appropriate Public Safety Answering Point (PSAP); monitors radio channels for emergency traffic; monitors the status of county hospitals; monitors Marcs and Motorola radios; answers administrative phones; provides medical instructions to callers during emergencies using standard procedures; accurately enters call information into a records management system; coordinates radio communications between emergency medical service personnel, hospitals, and disaster service agencies during emergencies; completes incident cards; logs calls on 9-1-1 statistic sheet; performs tests on equipment and ensures working condition.

15% +/- 5%

- Coordinates, prepares, and broadcasts emergency/non-emergency messages utilizing various radio, call management systems, CAD system, mass notification systems, and emergency alert systems; broadcasts severe weather information to county fire department and hospitals; announces Amber

Alert requests when a child is reported missing from a law enforcement agency; relays information and messages such as name, location, nature of call, and pre-arrival instructions to and from emergency sites to law enforcement agencies, emergency responders, and all other individuals or groups requiring notification; provides routine notifications to outside agencies including other PSAPs, utilities providers, private agencies, and businesses; notifies hospitals, police, and fire departments of hazardous conditions using countywide computerized information network; notifies emergency medical services personnel of hospital restrictions so that other facilities are utilized; tests communication and alarm systems by adjusting systems and reporting any malfunctions to maintenance units.

15% +/- 5%

- Performs supporting administrative responsibilities; attends meetings, conferences, and trainings; recommends emergency communications policies and procedures; generates and reviews monthly analytics reports; prepares Hazardous Materials (HAZMAT) release reports; maintains accurate list of emergency medical service providers, police, fire departments, and hospitals; monitors access to secure and highly sensitive materials and 911 call information; completes public record requests; updates information such as amber alerts, compiles hospitals restriction information and maintains County Hospital Restriction status webpage; implements hospital override procedure.

Minimum Training and Experience Required to Perform Essential Job Functions

- High School diploma or equivalent with three (3) years of public safety, emergency management, or related experience; or **or any equivalent combination of training and experience as defined below.**

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

Related degree fields: public safety, criminal justice, emergency medical services management, fire service; public safety telecommunicator, emergency medical dispatch; emergency management

Related work experience: customer service, public safety communications center, emergency services dispatch, law enforcement, Fire/EMS.

Additional Requirements

- Must obtain and maintain Federal Emergency Management Agency (FEMA), Emergency Medical Dispatch (EMD), and Cardiopulmonary Resuscitation (CPR) certifications within one year of hire date.
- Must obtain and maintain certification from the Ohio State Highway Patrol as a Law Enforcement Automated Data System (LEADS) practitioner within six months of hire date.

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.
- Ability to operate a computer-based phone system, emergency alert system, two-way radio, and dispatch console.
- Ability to sit for a prolonged period of time.

Technology Requirements

- Ability to operate a variety of software and databases including word processing software (Microsoft Word), spreadsheet software (Microsoft Excel), email software (Microsoft Outlook), PDF Software (Adobe), Computer Aided Dispatch (CAD) software, LEADS software, 9-1-1 system and records management system software.

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, 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 personnel forms (i.e.-timesheets, overtime forms, vacation requests), Mutual Aid Box Alarm System (MABAS) requests, Emergency Alert System (EAS) requests, hazardous material spill reporting form, Amber Alert form, hospital restrictions form, severe weather notification, call-taker analytics; attendance records, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, CECOMS Operation Manual, Master Street Address Guide (MSAG), Cuyahoga County Atlas, OPBA collective bargaining contract, Emergency Operations Plan, Mile Marker Reference book.

Supervisor, CECOMS Operations

- Ability to prepare dispatch call reports, shift reports, quality assurance report, emergency procedure and implementation reports, service activation forms (Amber Alert, Hazmat, Media), hazardous materials report, MABAS requests, public records request, EMResource request, time adjustment form, hospital restriction form, monthly personnel schedule, standard operating guidelines, probationary employee performance evaluations, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to counsel and supervise employees, to convince and influence others, to record and deliver information, to explain procedures, to maintain confidentiality of restricted information, and to follow instructions.
- Ability to use and interpret emergency medical dispatch and law enforcement terminology and language.
- Ability to communicate effectively with supervisors, co-workers, subordinates, public safety personnel (including police departments, fire departments, CECOMS dispatchers, local hospitals), other County department directors and managers, members of the media, and the general public.

Environmental Adaptability

- Work is typically performed in an office and dispatch center environment.
- Work may involve exposure to bright lights and loud noise.

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
15131	Supervisor, Parking Facility	Public Works	Non-Exempt	5A
PROPOSED REVISED CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
15131	Supervisor, Parking Facility	Public Works	Non-Exempt	5A

Requested By:	Personnel Review Commission
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Rationale:	PRC routine maintenance. Classification last revised in 2021. Changes to essential functions, language, and formatting. A minimum qualifications equivalency table was added. 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:	Public Works
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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>
Greg Radosevich,	6/2/2025	Email	Sent drafted specifications

Manager, Parking Facility			
Jim Battigaglia, Archer Consultant	6/2/2025	Email	Pay grade evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Supervisor, Parking Facility	Class Number:	15131
FLSA:	Non-Exempt	Pay Grade:	5A
Dept:	Public Works		

Classification Function

The purpose of this classification is to supervise lower-level parking attendants in the daily operations of the parking facility and to oversee parking facilities.

Distinguishing Characteristics

This is a supervisor-level classification responsible for supervising a unit of Facility Attendants in the daily operations of the parking facility and overseeing parking facilities. Employees in this class carry out necessary activities without direction except as new or unusual circumstances arise. Incumbents in this classification exercise discretion in following and ensuring adherence to protocol, procedures, laws, and regulations in the performance of duties.

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.

75% +/- 10%

- Oversees parking facilities; coordinates, directs and schedules parking services for downtown venues; communicates with county agencies and venues that require parking services; checks, tickets and tows illegally parked vehicles as needed; notifies delinquent customers and collects back pay; collects revenue from meter boxes; operates cash register to receive payments and to give change to patrons; handles complaints; prepares daily cash flow for transfer to bank and maintains adequate cash balance for operations; prepares daily revenue receipts for Fiscal; collects money from remote parking facilities; maintains all parking equipment and database systems.

10% +/- 5%

- Supervises and directs the work of lower level parking attendants and other assigned staff in the daily operations of the parking facility; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; provides training and instruction; evaluates employee performance; responds to employee questions, concerns, and problems; approves employee timesheets and leave requests; prepares employee work schedules; prepares and reviews documents related to payroll, timesheets, requests for leave and overtime; develops 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.

15% +/- 5%

- Performs supporting administrative responsibilities; prepares various reports, records, and other documents; responds to emails and phone calls; attends various trainings and meetings; prepares daily, weekly, and monthly financial reports; tallies and prepares deposits; maintains information and invoices for monthly customers; picks up and drops off information at the sheriff's department.

Minimum Training and Experience Required to Perform Essential Job Functions

- High school diploma or equivalent and two (2) years of customer service and cash collection experience; **or any equivalent combination of training and experience as defined below:**

Highest degree of education attained	Experience required
High school diploma/GED	2 years
Any college degree	No experience required

Related work experience: parking attendant, any customer service position.

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.
- Ability to operate auto pay stations, ticket dispensing machines, and gate equipment.
- Ability to stand and walk for a prolonged period of time and ability to push, pull, and lift up to 50 lbs.

Technology Requirements

- Ability to operate a variety of software and databases including email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), publishing software (Microsoft Publisher), word processing software (Microsoft Word, parking software (I Parc Professional Database), and credit card and QR code validation software (AMI Validation System, Opus).

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, calculate decimals and percentages, and perform routine statistics.

Language Ability & Interpersonal Communication

- 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 established standards to recognize interactive effects and relationships.
- Ability to comprehend a variety of informational documents including daily reports and summaries, parking contracts, cashier reports, parking payroll deductions, daily deposit receipts, billing and supply invoices, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, Union Contracts, Parking Equipment Operation Manuals, Huntington Park Garage Policy and Procedures, and computer handbooks.
- Ability to prepare daily, weekly, and monthly financial reports, services requests, printing requests, AMI Validation reports, special event schedules, correspondence, invoices, time sheets, requests for leave, overtime, and vacation, work schedules, performance evaluations, disciplinary forms, 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 basic accounting terminology and language.
- Ability to communicate effectively with customers, supervisors, Sheriff's department, vendors, other County employees, and the general public.

Environmental Adaptability

- Work is typically performed in an office environment and in parking facilities.
- Work may involve exposure to temperature/weather extremes, strong odors, smoke, dust, or pollen, wetness or humidity, bright/dim lights, noise extremes, vibrations, machinery, and traffic hazards.

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.