



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

To: PRC Commissioners

From: Rebecca Kopcienski, Director

Date: September 4, 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 September 10, 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.

NEW CLASSIFICATION	PAY GRADE and FLSA STATUS	DEPARTMENT
Applications Analyst – Justice Services 16531	12B Exempt	Information Technology

REVISED CLASSIFICATIONS (<i>Revised Title</i>)	CURRENT PAY GRADE & FLSA	RECOMMENDED PAY GRADE & FLSA	DEPARTMENT
Administrative Hearing Officer 19061	13A Exempt	13A Exempt (No Change)	CJFS – Office of Child Support Services
Chief Dog Warden 15042	10A Exempt	11A Exempt	Public Works
Development Housing Specialist 21021	8A Exempt	8A Exempt (No Change)	Housing and Community Development
GIS Analyst 16152	10B Exempt	11B Exempt	Information Technology
GIS Technician 16151	7B Exempt	7B Exempt (No Change)	Information Technology
Graphic Design Specialist 10161	9A Exempt	9A Exempt (No Change)	Communications
Senior Database Administrator 16072	15B Exempt	15B Exempt (No Change)	Information Technology
Senior Supervisor, CECOMS Operations 12103	11A Exempt	11A Exempt (No Change)	Public Safety and Justice Services

Supervisor, Employment Service 13032	10A Exempt	10A Exempt (No Change)	Workforce Development and Health and Human Services
Supervisor, IT Service Desk 16121	10B Non-Exempt	10B Non-Exempt (No Change)	Information Technology
Supervisor, Quality Assurance 12102	10A Exempt	11A Exempt	Public Safety and Justice Services

PROPOSED NEW CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
16531	Applications Analyst – Justice Services	Information Technology	Exempt	12B

Requested By:	Personnel Review Commission
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Rationale:	This is a new classification requested by the Information Technology Department to accommodate the need for the Applications Analysts who service Justice Services to have a LEADs certification.
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No. of Employees Affected:	None
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Dept.(s) Affected:	Information Technology
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Fiscal Impact:	None
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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		
Human Resources and Management Contact(s):	<u>Date of Contact:</u>	<u>Type of Contact:</u>	<u>Reason:</u>
Sharon Faenza, Manager – Technical Services	7/22/2025	TEAMS Call	Discussion Regarding Licensing Requirements Review of Class Spec Draft Confirmation of Edits
	7/29/2025	Email	
	8/13/2025	Email	
Kelli Neale, Program Officer 4 John Kennick, Manager, Compensation	7/15/2025	Email	Request for New Position

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Applications Analyst – Justice Services	Class Number:	16531
FLSA:	Exempt	Pay Grade:	12B
Dept:	Information Technology		

Classification Function

The purpose of this classification is to work with users and functional managers to design and develop application solutions to address business needs and perform application analysis to troubleshoot the County's Enterprise Justice Services application system(s) including, but not limited to, applications supporting the Sheriff's Department, Medical Examiner's Office and Clerk Of Courts.

Distinguishing Characteristics

This is a technical, journey level classification that ensures application systems meet the needs of the agencies that support Cuyahoga County's Justice Services and makes the necessary changes to the applications to meet those needs. Incumbents in this position work under general supervision from the Manager, Technical Services. While guidance is available for unusual situations, the incumbent is generally expected to manage projects independently, exercising sound judgment and initiative in accordance with established standards and best practices.

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%

- Provides continued end-user support for software systems; develops and delivers training lessons and materials for end-users; develops charts, graphs, and reports on system data for functional managers; provides data to governing and regulating bodies for audits and annual reporting; redacts data when necessary; designs system solutions to address department needs; works with functional managers to discuss business requirements; assesses needs of proposed solution; analyzes feasibility of proposed solution; works to automate routines when possible; designs solutions to meet local, state, and federal requirements for the department; designs software enhancements; makes recommendations for future development.

25% +/- 10%

- Assists with development of system solutions; analyzes and creates system reporting via database scripts and reporting tools such as running, compiling, monitoring, and auditing system and data reporting needs; identifies trends in data and data cleanups or corrections needed; writes technical specifications for technical staff such as developers, database administrators, or network engineers to create new applications, enhancements to existing systems, and automated processes; works with vendor support to resolve issues.

20% +/- 10%

- Administers system security; sets up new users and removes inactive users; adds and removes elevated security; performs security audits; determines appropriate security access and roles.

15% +/- 5%

- Implements system updates such as upgrades, patches, new releases, tracking, documentation, follow-up of progress, monitoring and distribution of release notes, testing, and sign offs; tests and monitors system solutions to ensure application properly functions according to end user

requirements and data is appropriately validated; leads testing efforts and ensures issues are identified, tracked, and resolved; troubleshoots issues to the system solution; performs follow up studies and regression tests to make sure the software still works after changes.

15% +/- 5%

- Tracks, documents, analyzes and follows up on status of bug fixes, data corrections, enhancement requests, and problems; works with vendor, technical and functional resources, management, and end users to track information gathering, testing, and planning.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in computer science, information technology, or related field with three (3) years of computer information systems experience; **or any equivalent combination of training and experience as defined below:**

Highest degree of education attained	Experience required*
No high school diploma/GED	7 years
High school diploma/GED	6 years
Unrelated associate degree	5 years
Related associate degree	4 years
Unrelated bachelor's degree	4 years
Related bachelor's degree	3 years
Unrelated master's/doctoral degree	3 years
Related master's/doctoral degree	No experience required

Related degree fields: information technology (IT), computer science, management information systems/management information systems (MIS), criminal justice with IT/ MIS concentration, public administration with IT/MIS concentration, software engineering

Related work experience: computer information systems, project management, gathering business requirements, implementing computer-related technologies, database analysis/design, web design, software design, UX/UI, QA/QC, law enforcement records management systems (LERMS), laboratory information management systems (LIMS), jail management systems (JMS), case management systems (CMS), analytics, application support, application user security, system analysis, system documentation (Visio, Jira), report creation/support (SQL, SSRS, Cognos, Crystal, Tableau, Power BI), workflows, programming (C#, Visual Basic, Python, JavaScript, Go, Java, Kotlin, PHP), troubleshooting.

*Certifications are equivalent to six (6) months of the experience requirement. Certifications must be in a current information technology field as deemed relevant by the hiring managers (e.g., application development, analytics, Microsoft, ITIL/ITSM, CJIS, LEADS, VMWare, CompTIA, etc.).

Additional Requirements

- Must obtain and maintain a CJIS Certification within six (6) weeks after hire date.

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 database software (SQL Server, Microsoft Access), email software (Microsoft Outlook), spreadsheet software (Microsoft Excel, Notepad++), word processing or script editing software (Microsoft Word, Notepad++), productivity software (Microsoft OneNote, Teams, and PowerPoint).

Mathematical Ability

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

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 system patch/upgrades/enhancement details, security request forms, audit requests, system documentation/instructions, testing/remediation results, system instructions, requests for proposal (RFP), and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, computer software manuals, computer hardware manuals, systems documentation and manuals, software product manuals, standard operating procedures.
- Ability to prepare testing scripts and tracking, data reports, system patch/upgrades/enhancement details, RFPs, jail reports, sheriff operational reports, public record requests, 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 computer system terminology and computer programming languages.
- Ability to communicate effectively with managers, supervisors, vendors, consultants, state employees, and other County employees.

Environmental Adaptability

- Work is typically performed in an office environment.

Applications Analyst – Justice Services

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
19061	Administrative Hearing Officer	CJFS – Office of Child Support Services	Exempt	13A
PROPOSED REVISED CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
19061	Administrative Hearing Officer	CJFS – Office of Child Support Services	Exempt	13A

Requested By:	Personnel Review Commission
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Rationale:	Changes Requested by the OCSS to the minimum qualifications. No change to pay grade or FLSA status.
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No. of Employees Affected:	Six (6)
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Dept.(s) Affected:	CJFS – Office of Child Support Services
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Fiscal Impact:	None
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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>
Tiffany Dobbins-Brazelton, Director – Child Support Services	7/31/2025	Email	Receipt of Request
Kelli Neale, Program Officer 4 John Kennick, Manager, Compensation	7/25/2025	Email	Notification that change to min quals won't affect pay grade

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Administrative Hearing Officer	Class Number:	19061
FLSA:	Exempt	Pay Grade:	13A
Dept:	CJFS - Office of Child Support Services		

Classification Function

The purpose of this classification is to preside over administrative child support hearings and parenting time hearings with assigned parties and their representatives.

Distinguishing Characteristics

This is a journey level classification with responsibility for preparing and presiding over administrative child support hearings. The incumbents exercise discretion in applying procedures to resolve issues. The employees in this class work under general supervision. This class is distinguished from the Supervisor, Administrative Hearing Officer 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.

50% +/- 10%

- Presides over administrative child support hearings and parenting time hearings with parties and their representatives; examines parties and elicits testimony on issues relevant to the determination of child and medical support; ensures that parties are advised of their legal rights and responsibilities; ensures that proper documentation is submitted in support of their testimony; accommodates special circumstances such as minors, limited English proficiency, domestic violence, and hearing impaired parties.

25% +/- 10%

- Reviews, evaluates, and interprets evidence presented at hearing for credibility and accuracy; researches legal issues presented at hearing; prepares child support and medical support orders for typing and distribution to parties and attorneys; updates child support database and court docket; verifies address, pay rates, medicals, and other evidence used in hearing.

15% +/- 5%

- Reviews files, administrative records, state wage information, court dockets, public assistance information, and information in state-run databases prior to hearings; reviews documents submitted by parties, employers, or obtained by Agency prior to hearing date; rules on requests for cancellations, dismissals, and continuances; researches statutory and case laws as well as Ohio Administrative Code; prepares memorandums, proposals, policies, and procedures.

10% +/- 5%

- Attends various meetings to support the function of department or satisfy regulation requirements; meets with management on scheduling and backlogs for no-show hearings; attends trainings to maintain legal license.

Minimum Training and Experience Required to Perform Essential Job Functions

- Juris Doctorate with three (3) years of related experience; or any equivalent combination of training and experience.

Additional Requirements

- Must obtain and maintain an Ohio CSEA Directors' Association Hearing Officer Accreditation Certification within 12 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.

Technology Requirement

- Ability to operate a variety of software and databases including enterprise information platform (OnBase), hearing docket database (Administrative Hearing Unit docket), state-wide databases (Support Enforcement Tracking System; Ohio Benefits Worker Portal), email and scheduling software (MS Outlook), legal software (Puritas Spring), presentation software (MS PowerPoint), spreadsheet software (MS Excel), teleconferencing software (MS Teams), word processing software (MS Word).

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 evidence for hearings (e.g. - Court Orders, client files, court dockets, employer inquiries, birth certificates, tax returns, paystubs, medical insurance charts, receipt calculations, finding and recommendations, reports and data in state-managed databases, letters from schools) and other reports and records.
- Ability to comprehend a variety of reference books and manuals including Ohio Child Support Guidelines, Ohio Revised Code, Ohio Administrative Code, Rules of Civil Procedure, case law, Ohio Code of Professional Responsibility, Ohio Code of Ethics, and the Employee Handbook.
- Ability to prepare administrative findings, child support guidelines, memorandum, calculation of arrears, updates on changes in Law, backlog report, report for special projects, docket findings, transmittal logs, policy and procedures, spreadsheets, correspondence, and other job-related

Administrative Hearing Officer

documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.

- Ability to engage in formal litigation, to convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret legal terminology and language.
- Ability to communicate with hearing participants, guardians, attorneys, court personnel, managers, supervisors, support officers, protective services, parole officers, prison personnel, school personnel, employers, and other County employees.

Environmental Adaptability

- Work is typically performed in an office environment.

Cuyahoga County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

CURRENT CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
15042	Chief Dog Warden	Public Works	Exempt	10A
PROPOSED REVISED CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
15042	Chief Dog Warden	Public Works	Exempt	11A

Requested By:	Personnel Review Commission
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Rationale:	PRC routine maintenance. Classification last revised in 2021. Changes were made to distinguishing characteristics, essential functions, minimum education level, and language and formatting. The pay grade has increased from PG 10A to PG 11A. No change to FLSA status. A minimum qualification equivalency table was added.
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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:	PG 10A: \$62,233.60 - \$87,068.80 PG 11A: \$65,416.00 - \$91,582.40 None. Incumbents salary falls within the new pay grade.
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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>
Mindy Naticchioni, Administrator, Animal Shelter	8/8/2025	Email	Sent drafted specifications
	8/22/2025	Email	Ask questions
Michael Dever, Director, Public Works	8/8/2025	Email	CC'ed on emails
	8/22/2025	Email	
Jim Battigaglia, Archer Consultant	8/25/2025	Email	Pay grade evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Chief Dog Warden	Class Number:	15042
FLSA:	Exempt	Pay Grade:	11A
Dept:	Public Works		

Classification Function

The purpose of this classification is to enforce and supervise the enforcement of State of Ohio laws regulating ownership and control of animals within the County; to supervise staff at the County Animal Shelter to ensure that the public is served, the law is enforced, and animals are handled humanely; and to function as the "Chief County Dog Warden" per O.R.C. 955.12.

Distinguishing Characteristics

This is a -management level classification with responsibility for the well-being and maintenance of the dog population in the County. This classification works under general direction from the Administrator, Animal Shelter. This classification assists with overseeing the operations, establishing objectives and policies, and promoting the efficiency of the Animal Shelter. The incumbent exercises discretion in applying policies and procedures while incorporating process improvements and ensures that operations meet established operating procedures, policies, laws, and regulations. This class requires public contact in communicating ownership and control of animals, enforcing laws, and regulations. This class is distinguished from Supervisor, Animal Shelter and Deputy Dog Wardens with a lower rank in that it requires considerable knowledge of the Ohio Revised Code, the court system and animal husbandry

Essential Job Functions

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

30% +/- 10%

- Presides as Chief County Dog Warden for Cuyahoga County; enforces and oversees the enforcement of State of Ohio laws regulating nuisance, dangerous, and vicious dogs, and ownership and control of animals within the County; supervises patrol of County in animal control; seizes and impounds stray animals; maintains operational compliance with the Ohio Revised Code (ORC); enforces statutes governing dog licensing; oversees the impounding of stray animals; enforces legal hold periods; issues citations or warnings to animal owners regarding violations; investigates complaints; sells registration tags; conducts dog census; enforces dangerous dog regulations; coordinates with local animal control officers to ensure compliance with the law; oversees the selling of tags; warns owners found in violation of the law and issues citations; investigates complaints from general public (e.g. animal bites, animals destroying property, animals disturbing the peace, suspected inhumane treatment of animals); provides testimony in court to assist in prosecuting violations of animal control laws.

25% +/- 10%

- Supervises and directs the work of Supervisor, Animal Shelter, Deputy Dog Wardens, , 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;

Chief Dog Warden

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% +/- 5%

- Oversees the enforcement of State of Ohio laws regulating nuisance, dangerous, and vicious dogs; reviews civil and criminal cases completed by Deputy Dog Wardens after being approved by an Animal Shelter Supervisor; communicates with consultants, outside agencies, the general public, the board of health, police departments, and hospitals to facilitate investigations, dangerous dog compliance, and to uphold the ORC; obtains bite reports from the Cuyahoga County Board of Health; investigates dog bites to determine if the dog should be declared nuisance, dangerous, or vicious; works with the city and county prosecutors, clerks of court, and judges to file and proceed with legal hearings, ensures nuisance, dangerous, and vicious dog owners are compliant with the terms of their designation, including yearly license checks and meetings; attends court hearings for designations.

15% +/- 10%

- Functions as a liaison with various community agencies and organizations; works with police departments, courts, nonprofit partners, dog owners, victims of bites, officer of emergency management, and judges; serves on various committees and task forces; coordinates community outreach among various networking agencies; works directly with prosecutors to resolve concerns or questions about cases and services.

10% +/- 5%

- Performs supporting administrative functions; reviews completed documents and receipts; balances receipts and collected funds to ensure accuracy and legal compliance; supervises preparation and maintenance of placement records; maintains records of license sales; maintains records of claims and complaints as prescribed by law; prepares operational reports; participates in professional group meetings, conferences, seminars, and trainings; stays up-to-date on current trends and innovations in the field; remains a leader at the State level for Dog Wardens; participates in negotiations with union employees; remains abreast of terms and changes made to collective bargaining agreements.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in Criminal Justice with five (5) years of animal handling, animal supervision, animal control, and animal welfare experience which includes one (1) year of personnel supervision; **or any equivalent combination of education, training, and experience as defined below.**

Highest degree of education attained	Experience required*
High school diploma/GED	9 years
Unrelated associate degree	8 years
Related associate degree	7 years
Unrelated bachelor's degree	6 years
Related bachelor's degree	5 years
Unrelated master's/doctoral degree	5 years
Related master's/doctoral degree	3 years

**All degree levels require 1 year of personnel supervision experience.*

Related degree fields: Business administration, animal science, marketing, human resources.

Chief Dog Warden

Related work experience: Directing daily operations of an animal shelter facility possessing a thorough knowledge of animal rules, laws and regulations, providing instruction and training to subordinates and volunteers on policies and procedures, supervisory duties at middle management level or higher.

- Valid driver license and proof of automobile insurance.

Additional Requirements

- Must obtain and maintain Ohio Euthanasia Technician Certification within six (6) 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 physically handle and control animals during transport and veterinary procedures including prolonged standing, walking, balancing, crouching, pulling, bending, and lifting or restraining up to 50 pounds.
- Ability to distinguish between colors, hear alarming sounds, identify odors, and accurately describe animals based on visual perceptions.
- Ability to operate batons, OC spray, tasers, tranquilizer guns, Ketch-poles, animal leashes, snares, squeeze gate, leashes, and grooming tools.

Technology Requirements

- Ability to operate a variety of software and databases including the animal record database (PetPoint), database software (Microsoft Access), presentation software (Microsoft PowerPoint), publishing software (Microsoft Publisher, Canva), spreadsheet software (Microsoft Excel), word processing software (Microsoft Word), and social platforms (Facebook, Instagram, Nextdoor, Neighbors).

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 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 court documents, court dockets, case files, subpoenas, settlement agreements, journal entries, dog bite reports, police reports, investigations reports, witness statements, grievances, incident reports, disciplinary reports, proposals, billing invoices, animal surgery and medical records, employee leave forms, animal impound inventory and records, spay/neuter deposits, County dog record, animal disposition information, correspondence, timesheets, invoices, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including Animal Shelter Operations Manual, union contract, Breed Rescue Manual, the Employee Handbook, Ohio Revised Code, Ohio Administrative Code, and relevant City, County, State and Federal Laws.
- Ability to prepare criminal citations, violations, case files, dangerous dog filings, Animal Shelter statistics, educational materials, publicity materials, correspondence, dangerous dog registration, weekly dog report, training materials, performance appraisals, investigatory files, disciplinary documents, time sheets, 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 veterinary, animal control, and criminal justice and related legal terminology and language. .
- Ability to communicate with police departments, judges, magistrates, attorneys, Cuyahoga County Board of Health, court personnel, animal control officers, hospitals, veterinarians, County employees, emergency clinic staff, court officials, adoption customers, volunteers, media contacts, and the general public, and non-profit directors.

Environmental Adaptability

- Work is typically performed in an animal shelter and in the field.
- Work may involve exposure to violence, aggressive animals, rabid animals, dust, strong odors, noise extremes, bright/dim lights, wetness, humidity, diseases, violence, temperature/weather extremes, and animal bodily fluids.

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
21021	Development Housing Specialist	Housing and Community Development	E	8A
PROPOSED REVISED CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
21021	Development Housing Specialist	Housing and Community Development	E	8A

Requested By:	Personnel Review Commission
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Rationale:	PRC routine maintenance. Classification last revised in 2021. Changes made to 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 (4)
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Dept.(s) Affected:	Housing and Community Development
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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>
Kellie Glenn, Administrator, Housing and Community Development	7/2/2025	Email	Sent drafted specification
Jim Battigaglia, Archer Consultant	7/17/2025	Email	Pay grade evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Development Housing Specialist	Class Number:	21021
FLSA:	Exempt	Pay Grade:	8A
Dept:	Housing and Community Development		

Classification Function

The purpose of this classification is to facilitate the administration of community and housing development programs.

Distinguishing Characteristics

This is a journey level classification with responsibility for performing technical activities related to the administration and management of community and housing development programs in the Department of Development. This class works under direction from senior management of the Department of Development. The employee works within a framework of established department, state, and federal 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.

30% +/- 10%

- Performs technical duties to facilitate the administration of community and housing development programs; reviews grant applications and eligibility criteria and provides approval recommendations; reviews, recommends, and prepares reimbursement and payment requests; reviews eligibility criteria for loan applications and underwrites loans; reviews eligibility criteria for subordination of mortgage requests and provides approval recommendations; provides information regarding payment history, loan balances, accumulative interest, and loan term information to borrowers; verifies and processes loan payoff requests submitted by title agencies; verifies loan pay-off information with title company; reviews, provides approval recommendations, and processes requests for reduced payoffs submitted by title agencies, law offices, and real estate offices; prepares release memo(s) for Director's signature and records satisfaction of mortgage to release the lien; performs site visits to housing locations and non-profit community partners to monitor for compliance with regulations; receives and handles requests for information regarding housing loan balances, history, payoffs, and subordinations for current/past loan programs; inputs and updates loan and grant information and documentation into appropriate databases; remains up-to-date on program(s) rules, regulations, directives, and policies.

30% +/- 10%

- Inputs, maintains, collects, and analyzes housing and community development data into the ERP system; inputs new or updates existing housing/program information and documents into cross-departmental ERP system; compiles information and data regarding program and housing information (e.g. geographic data, home values, finances, programming costs, demographics, etc.) from state databases, intra-department records, or by requesting directly from clients/partners; analyzes data by calculating averages, sums, percentages, etc. to create program summary reports and other required reports; prepares and maintains physical and electronic records, reports, studies, and/or correspondence related to fiscal activities, operations, and projects; creating and editing purchase orders in the ERP system; creates and uploads documents to Contract Management Modules events for the contract approval process within the ERP system.

20% +/- 10%

- Creates a variety of forms, reports, and documentation including program summary reports, annual reports, and mandated reports; creates and updates boilerplate forms, letters, and spreadsheets; independently or collaboratively prepares Request for Proposals (RFPs), contracts, amendments, proposals, narratives, etc. in support of housing and community development programs and department needs; independently or collaboratively prepares reports for internal/external reporting, information requests, and audits in compliance with appropriate guidelines; works with management and consultants to prepare various annual and/or mandated reports (i.e. the County Consortium's Annual Plan, the Consolidated Annual Performance Evaluation Report (CAPER), the County Consortium's 5 Year Consolidated Plan, etc.).

15% +/- 10%

- Assists with management, budget, monitoring, and evaluation of community and housing development programs; oversees the servicing of the Community Development and Housing Loan Portfolio; conducts monitoring activities for housing loan and grant programs to ensure compliance with County, state, and federal housing loan regulations; assists with housing program(s) funding and budget by monitoring account balances, processing and inspecting financial forms, and coordinating with the fiscal office to ensure funds are available; assists in the preparation of program budget(s); provides technical assistance and advice regarding loan applications and program qualifications; participates in identifying program(s) needs and goals, forecasting resources required, and establishing metrics to determine program outcomes, impact, and success; monitors program outcomes by analyzing reports summarizing outcomes; participates in program and policy development for housing programs; participates in collaboration for new program development, improvement of existing programs, and improvement of program administration efficiency; reviews and approves loan applications for HELP and Heritage Loan programs.

5% +/- 2%

- Performs supporting administrative responsibilities; responds to emails and phone calls; attends various trainings and meetings; acts as a resource and provides technical assistance to outside organizations, agencies, and businesses regarding Cuyahoga County development and housing programs; interfaces with public constituencies as the representative of the Cuyahoga County department of development in various meetings and conferences; responds to requests for information from County, state, and federal auditors.

Minimum Training and Experience Required to Perform Essential Job Functions

- Associates degree in business administration or related field with two (2) years of community or economic development experience; **or any equivalent combination of training and experience as defined in the table below.**
- A valid driver's license and proof of automobile insurance.

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

Related/Unrelated graduate degree	1 year
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Related degree fields: business, public administration, real estate, communications

Related work experience: real estate, working with HUD programs, underwriting

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 multi-function printer.

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), desktop publishing software (Publisher), presentation software (Microsoft PowerPoint), PDF software (Nitro), database software (Microsoft Access), enterprise resource planning software (OnBase, Infor), financial software (OneRoof) Neighborly Software
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Supervisory Responsibilities

- No supervisory responsibilities required.

Mathematical Ability

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

Language Ability & Interpersonal Communication

- 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 eligibility requirements, loan applications, requests (i.e.- Requests for Subordination, Request for Loan Payoff, Request to Accept Reduced Payoff, Request for modification of Rehab Loan, Request for Reimbursement), statements (i.e.- profit and loss statement, checking and saving statements, mortgage statement, bid summary, settlement statement), agreements (i.e.- purchase agreement, landlord agreement, current tenant lease agreement), applications (i.e. - Rehabilitation Loan Application, Demolition Fund Application, Community Development Supplemental Grant Application), income documents, federal tax return, billing invoices, insurance reports, monthly reports, credit report, title reports, home appraisal, budget reports, closing documents, insurance documents, lists of assets, Requests for Proposal (RFP), Section 3 reporting documents, memos, correspondence, and other reports and records.

Development Housing Specialist

- Ability to comprehend a variety of reference books and manuals including HUD Income and Allowances Guidelines, Mortgage Loan Originator Compensation Guide, Ohio Revised Code, Federal Code of Regulations, Consumer Financial Protection Bureau Rules, Employee Handbook, Ohio Home and Building Codes, maps, Federal Housing Administration (FHA) guidelines, and Cuyahoga County Inspector General Guidelines.
- Ability to prepare Loan Payoff Notification, Foreclosure Analysis, Subordination of Mortgage Analysis, Repayment History Analysis, Asset Analysis Sheet, Reduced Payoff Analysis and Recommendation, Consolidated Annual Performance Evaluation Report, semi-annual and annual reports, memos, reports, program metric reports, CDBG/CDSG memos, 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 accounting, loan underwriting, financial counseling, and related legal terminology and language.
- Ability to communicate with supervisor, co-workers, department management, clients, corporate representatives, Board of Health Staff, banks and lending institutions, non-profit representatives, homeowners, attorneys, city officials, appraisers, caseworkers, employees of external agencies and businesses (i.e. – title agencies, insurance agents, etc.), other County employees, 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
16152	GIS Analyst	Information Technology and Planning Commission	Exempt	10B
PROPOSED REVISED CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
16152	GIS Analyst	Information Technology	Exempt	11B

Requested By:	Personnel Review Commission
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Rationale:	PRC routine maintenance. Classification last revised in 2021. Updates were made to the essential functions and language and formatting. A minimum qualifications equivalency table was added. No change to pay grade or FLSA status.
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No. of Employees Affected:	Three (3)
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Dept.(s) Affected:	Information Technology
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Fiscal Impact:	Pay Grade 10B - \$66,310.40 - \$92,872.00 Pay Grade 11B - \$70,886.40 - \$99,257.60 One employee is below the minimum (\$68,952.00) of 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>
Thomas Fisher, Administrator, IT Applications	6/23/2025 8/27/2025	Email Email	Review of class spec Notification of Pay Grade
Jim Battigaglia, Archer Consultant	7/25/2025	Email	Request for Pay Grade Recommendation
Kelli Neale, Program Officer 4 John Kennick, Manager, Compensation	8/25/2025	Email	Notification of Pay Grade

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	GIS Analyst	Class Number:	16152
FLSA:	Exempt	Pay Grade:	11B
Dept:	Information Technology and Planning Commission		

Classification Function

The purpose of this classification is to assist with administration of the Geographic Information System (GIS) environment including the design and update of GIS data and the design and development of GIS applications and dashboards to solve problems using data modeling and spatial analysis.

Distinguishing Characteristics

This is a journey level classification in the GIS series responsible for ensuring the integrity of GIS data and for the development of GIS applications and dashboards. Employees at this level work under general supervision from a unit manager. Employees are expected to work independently and exercise judgment and initiative. Positions at this level receive instruction or assistance as needed and are expected to become up to date on the methods, operating procedures, and policies of the work unit. This classification is distinguished from GIS Technician where this classification is responsible for more complex GIS analyses.

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%

- Designs, develops, deploys, and tests GIS web applications and dashboards; administers server software, middleware, and licensing; determines clients' GIS needs; writes queries to pull information for the application or dashboard; creates map viewer applications, interactive graphs, and interactive charts; uses various software to create applications; creates backups; manages database security and user access; creates user accounts and passwords for client access to applications or dashboards; updates actions as needed.

40% +/- 10%

- Designs, refines, and updates GIS data, databases, and metadata; collects and interprets GIS data (e.g., tax maps, legal centerlines of streets, collected field data) to update databases; cleans data and monitors health and performance of databases; designs and maintains spatial GIS models; performs database querying; develops requirements, specifications, and diagrams for the GIS infrastructure.

15% +/- 5%

- Provides other software assistance; coordinates public and County GIS data sharing and exchange; designs and develops reports; designs and maintains desktop databases for reports and maps; provides training to lower-level employees and end-users.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in information technology or related field and three (3) years of GIS analysis, development, or computer programming experience; or an equivalent combination of education, training, and experience; **or any equivalent combination of education, training, and experience as defined below.**

Highest degree of education attained	Experience required
High school diploma/GED	Not Qualified
Unrelated associate degree	Not Qualified
Related associate degree	5 years
Unrelated bachelor's degree	Not Qualified
Related bachelor's degree	3 years
Unrelated master's/doctoral degree	Not Qualified
Related master's/doctoral degree	1 year

Related degree fields: geography, data science, computer science, urban and regional planning, geology, environmental science, public safety, photogrammetry, civil engineering, cartography, biology, surveying.

Related experience: GIS analysis, computer programming, GIS development, surveying, cartography, data science and visualization, remote sensing.

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 personal computer, multifunction printer, plotter, GPS equipment, mobile devices, and drafting tools.

Technology Requirements

- Ability to operate a variety of software and databases including GIS software (ArcGIS), image editing software (GIMP), spreadsheet software (Microsoft Excel), database software (Microsoft SQL, server Studio), publishing software (Microsoft Publisher, Canva, PowerPoint), and word processing software (Microsoft Word, Nitro).

Supervisory Responsibilities

- No supervisory responsibilities required.

Mathematical Ability

- Ability to add, subtract, multiply, divide, calculate decimals and percentages, and make use of the principles of algebra, geometry, and descriptive and inferential 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.

GIS Analyst

- Ability to comprehend a variety of informational documents including external GIS data, external assessment data, maintenance data, maps, schematics, design record drawings, CAD files, image files, fiscal records, property deeds, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including database documentation, development documentation, server documentation, Ohio Revised Code, departmental guidelines, and computer software manuals.
- Ability to prepare GIS data, analysis reports, office application data, map reports, map deliverables, assessment estimates, work metrics, parcel records, dashboards, integrated surveys, application reports, annual report, 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 engineering, GIS, and statistical analysis terminology.
- Ability to communicate with managers, supervisors, coworkers, vendors, consultants, municipal partners, other County employees and departments, and the general public.

Environmental Adaptability

- Work is typically performed in an office environment although time may be spent outdoors collecting or verifying data.

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
16151	GIS Technician	Information Technology	Exempt	7B
PROPOSED REVISED CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
16151	GIS Technician	Information Technology	Exempt	7B

Requested By:	Personnel Review Commission
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Rationale:	PRC routine maintenance. Classification last revised in 2021. Updates were made to the essential functions and language and formatting. A minimum qualifications equivalency table was added. No change to pay grade or FLSA status.
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No. of Employees Affected:	Two (2)
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Dept.(s) Affected:	Information Technology
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Fiscal Impact:	None
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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>
Thomas Fisher, Administrator, IT Applications	6/23/2025 8/27/2025	Email Email	Review of class spec Notification of Pay Grade
Jim Battigaglia, Archer Consultant	7/25/2025	Email	Request for Pay Grade Recommendation
Kelli Neale, Program Officer 4 John Kennick, Manager, Compensation	8/25/2025	Email	Notification of Pay Grade

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	GIS Technician	Class Number:	16151
FLSA:	Non-Exempt	Pay Grade:	7B
Dept:	Information Technology		

Classification Function

The purpose of this classification is to compile, refine, and maintain Geographic Information System (GIS) datasets and create maps using GIS software.

Distinguishing Characteristics

This is an entry level classification in the GIS series that is responsible for providing GIS mapping support. This classification works under general supervision within pre-established methods and guidelines determined by the manager and/or higher-level employees of the work unit. This position is distinguished from the GIS Analysts that are responsible for advanced GIS database design & management, spatial modeling, complex querying, creation of web-based GIS applications, and administration of GIS server software.

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%

- Designs, refines, updates, and maintains GIS data; performs standard database querying and basic spatial analysis; updates GIS data using various source materials including CAD design or drawing files, as-builts, hand drawn markups, and hardcopy drawings using GIS Software; collects data in the field using a global positioning system (GPS) receiver; verifies address data is accurate by requesting appropriate documentation from addressing authority; communicates discrepancies back to the addressing authority that submitted the data.

30% +/- 10%

- Creates and publishes maps for County employees, engineers, consultants, contractors, and the public both digitally and in hardcopy by operating and maintaining the printer and plotter equipment; develops online web maps.

20% +/- 10%

- Coordinates GIS data and source material sharing and exchanges with partner agencies; shares digital media data and sources; gives access to data and sources for sharing; provides training as needed to external departments on use of GIS data and maps; obtains external data for use by the County; assists in the development of dashboards and web applications for GIS data and maps.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in information technology, geographic information systems, or a related field; or an equivalent combination of education, training, and experience; **or any equivalent combination of education, training, and experience as defined below.**

Highest degree of education attained	Experience required
High school diploma/GED	Not Qualified
Unrelated associate degree	Not Qualified
Related associate degree	2 years
Unrelated bachelor's degree	Not Qualified
Related bachelor's degree	0 years
Unrelated master's/doctoral degree	Not Qualified
Related master's/doctoral degree	0 years

Related degree fields: geography, data science, computer science, urban and regional planning, geology, environmental science, public safety, photogrammetry, civil engineering, cartography, biology, surveying.

Related experience: GIS analysis, computer programming, GIS development, surveying, cartography, data science and visualization, remote sensing.

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 personal computer, printer, plotter, GPS equipment, and drafting tools.

Technology Requirements

- Ability to operate a variety of software and databases including GIS software (Esri ArcGIS), image editing software (GIMP), spreadsheet software (Microsoft Excel), publishing software (Microsoft Publisher, Canva, PowerPoint), and word processing software (Microsoft Word, Nitro).

Supervisory Requirements

- No supervisory responsibilities required.

Mathematical Ability

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

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 engineering plans, blueprints, street maps, subdivision maps, land survey documentation (plat, deed, legal description), daily sewer

GIS Technician

maintenance report, requests for GIS information, requests for maps, municipal sewer plans, tax maps, and other reports and records.

- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, department guidelines, Ohio Revised Code, GIS software manuals, and manuals for other software used.

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 engineering plans, blueprints, street maps, subdivision maps, land survey documentation (plat, deed, legal description), daily sewer maintenance report, requests for GIS information, requests for maps, municipal sewer plans, tax maps, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, department guidelines, Ohio Revised Code, GIS software manuals, and manuals for other software used.
- Ability to prepare a variety of maps, sewer maintenance reports, public information requests, public works annual report maps, work metrics, 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, GIS, and data processing terminology and language.
- Ability to communicate with supervisors, vendors, consultants, municipal partners, other County employees and departments, and the general public.

Environmental Adaptability

- Work is typically performed in an office environment although time may be spent outdoors collecting or verifying data.

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
10161	Graphic Design Specialist	Communications	Exempt	9A
PROPOSED REVISED CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
10161	Graphic Design Specialist	Communications	Exempt	9A

Requested By:	Personnel Review Commission
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Rationale:	PRC routine maintenance. Classification last revised in 2021. Changes were made to distinguishing characteristics 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:	One (1)
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Dept.(s) Affected:	Communications
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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>
Kelly Woodard, Director, Communications	6/18/2025	Email	Sent drafted specification
	7/8/2025	Email	Reminder
	8/6/2025	Email	Pay grade notification
Jim Battigaglia, Archer Consultant	7/14/2025	Email	Pay grade evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Graphic Design Specialist	Class Number:	10161
FLSA:	Exempt	Pay Grade:	9A
Dept:	Communications		

Classification Function

The purpose of this classification is to design, create, and produce marketing and public relations materials for the Communications Department.

Distinguishing Characteristics

This is a journey-level classification that is responsible for designing, creating, and producing marketing and public relations materials for the Communications Department. Employees in this position work under general supervision from the Director of Communications. Employees are expected to work independently and exercise judgment and initiative. The incumbent exercises 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.

80% +/- 10%

- Designs and creates marketing, educational, and public relations material for the County including digital news magazine, slideshows, interactive digital signs, brochures, event flyers, posters, signs, digital signs, banners, display boards, mailers, inserts, annual reports, newsletters, presentations, infographics, booklets, pamphlets, social media posts, and resource guides; develops informational and educational advertisements, campaigns, and materials for presentation to employees and the general public; determines size and arrangement of illustrative material and copy; selects text size and font; designs infographics and layouts for reports and articles; develops graphics and layouts for signs and marketing displays; creates designs, concepts, and sample layouts; draws and prints charts, graphs, illustrations, and other artwork using computer software; proofreads and reviews products to produce high-quality, accurate work; confers with managers, directors, and staff to discuss content, layout, and design; assists managers, directors, and staff with development of collateral marketing material, marketing communication strategies, and special projects; presents finalized ideas, concepts, and projects to managers and directors; coordinates with County print shop and sign shop staff to produce printed materials and signs.

20% +/- 10%

- Performs related administrative responsibilities; prepares various reports, records, and other documents; responds to emails and phone calls; attends various trainings and meetings; gives presentations as needed; researches and keeps up-to-date with new design concepts, software, and emerging technologies.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in graphic design, marketing, or related field with three (3) years of graphic design experience; or any equivalent combination of training and experience; **or any equivalent combination of training and experience as defined in the table below.**

Highest degree of education attained	Experience required
High school diploma/GED	9 years
Unrelated associate degree	7 years
Related associate degree	5 years
Unrelated bachelor's degree	5 years
Related bachelor's degree	3 years
Unrelated graduate degree	3 years
Related graduate degree	1 year

Related degree fields: communications, web design, public relations

Related work experience: Adobe Creative Cloud, Adobe Photoshop, marketing, social media

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 and databases including email software (Microsoft Outlook), graphical design software (Adobe Photoshop, Adobe Illustrator, Adobe Creative Cloud), publishing software (Adobe InDesign), web design software (Adobe Dreamweaver); word processing software (Microsoft Word, Adobe Acrobat).

Mathematical Ability

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

Language Ability & Interpersonal Communication

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including spreadsheets, data, annual reports, expense reports, statistical reports, committee reports, resource guides, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook and Cuyahoga County Branding Guidelines.

Graphic Design Specialist

- Ability to prepare slideshows, digital signs, brochures, booklets, posters, event flyers, banners, signs, invitations, display boards, portfolios, infographics, annual reports, presentations, correspondence, social media posts, 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 marketing and graphic design terminology and language.
- Ability to communicate with supervisor, co-workers, directors, and other County Employees.

Environmental Adaptability

- Work is typically performed in an office environment.

Cuyahoga County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

CURRENT CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
16072	Senior Database Administrator	Information Technology	Exempt	15B
PROPOSED REVISED CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
16072	Senior Database Administrator	Information Technology	Exempt	15B

Requested By:	Personnel Review Commission
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Rationale:	PRC routine maintenance. Classification last revised in 2021. Updates were made to the essential functions and language and formatting. 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:	Information Technology
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Fiscal Impact:	None
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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>
Gregory Sherman, Manager, Technical Services	7/10/2025 7/29/2025 8/6/2025 8/8/2025 9/3/2025	Email Email Email Email Email	Review of Class Spec Draft Reminder Reminder Confirmation of Changes Notification of Pay Grade
Jeremy Williams, Administrator, Web & Applications Development	7/10/2025 7/29/2025 8/6/2025 8/8/2025 9/3/2025	Email Email Email Email Email	Review of Class Spec Draft Reminder Reminder Confirmation of Changes Notification of Pay Grade
Jim Battigaglia, Archer Consultant	8/11/2025	Email	Request for Pay Grade Recommendation
Kelli Neale, Program Officer 4 John Kennick, Manager, Compensation	8/27/2025	Email	Notification of Pay Grade

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Senior Database Administrator	Class Number:	16072
FLSA:	Exempt	Pay Grade:	15B
Dept:	Information Technology		

Classification Function

The purpose of this class is to monitor, design, implement, and coordinate database operations and assigned application systems to ensure data integrity, security, performance, and consistency.

Distinguishing Characteristics

This is a technical, advanced journey-level classification, working under direction from a manager-level position. This class receives direction from management in the form of broad objectives and receives only occasional instruction or assistance as new or unusual situations arise. Employees are expected to become/remain up to date regarding methods, protocols, procedures, and applicable regulations. 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. This class is distinguished from the Database Administrator in that the senior level has more extensive database, computer networking, computer architecture, operating system, and programming knowledge and experience and assists and instructs the lower-level class.

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%

- Monitors and troubleshoots database systems to ensure optimal performance, system availability, data integrity and consistency, and security of data; creates and maintains database strategies and solutions (i.e., backups, restores, database consistency checks, index reorganizations/rebuilds); automates database maintenance and monitoring tasks; configures and maintains database replication; troubleshoots and resolves application and maintenance problems involving databases, server operating systems, networks, applications, websites, and programming code; implements applications upgrades, database patching, and database migrations; pushes database changes to production and non-production environments; validates and executes disaster recovery plans; installs and configures operating system and database related software including but not limited to reporting, performance monitoring, and data migration and integration servers and applications; provides application support work and enhancements; extracts, transforms, loads, and queries data from various sources; documents processes and technical information including database configuration information (i.e., IP addresses, database statistics, maintenance plan schedules, etc.); maintains runbooks for frequent tasks or incidents; performs security audits.

35% +/- 10%

- Designs, develops, implements, and analyzes new and existing physical and logical database designs to ensure optimal performance and high availability and utilize minimal server resources; participates in database development projects including determining user needs, database requirements, and network, operating system, and storage constraints; conducts program code and database design reviews to ensure optimal performance, code migrations, flexible and logical design, and adherence to best practices and programming/data standards; develops and/or modifies web and desktop applications including user interface, interface with existing systems, business rules, etc.; designs, validates, and/or implements end-to-end solutions involving databases; assesses

Senior Database Administrator

database growth rate and conducts capacity planning; designs and develops/modifies data warehousing solutions; extracts, transforms, loads (ETL), and queries data from various sources.

15% +/- 5%

- Collaborates with IT and Business leadership to develop database strategies that meet availability, quality, and security requirements and integrate third party applications; collaborates with system and network administrators on best practices for database environment configuration, application and system upgrades, capacity planning and disaster recovery; researches, evaluates, and provides recommendations on other database systems not administered directly; mentors developers on best practices for software development, programming standards, change control, and database design; advises and instructs others regarding database operations and procedures.

5% +/- 2%

- Provides advisory help and support work for legacy platforms and existing systems; responds to service calls and fixes for database systems; coordinates with other IT support teams to resolve issues; provides support to users on systems and applications; administers users' database access permissions and privileges; manages database security structures and policy violations.

5% +/- 2%

- Engages in professional development activities; attends professional group meetings, conferences, seminars, and trainings to learn new information on industry trends; stays abreast of new trends and innovations in the field of computer technology through independent research; applies new learned knowledge to existing database projects; provides support with state audits.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in computer science, engineering, business administration or a related field and six (6) years related experience including database administration and development, software development, programming, data modeling, or related experience; **or any equivalent combination of education, 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	8 years
Related bachelor's degree	6 years
Unrelated master's/doctoral degree	6 years
Related master's/doctoral degree	6 years

Related degree fields: computer science, engineering, business administration, computer engineering, information systems and technology, management information systems, business analytics, software engineering and development, programming, data modeling, user experience design, computer and security technology, network security.

Related work experience: database administration and development, programming, SQL knowledge, data modeling, database design, Unix systems knowledge, manipulating data within a database, writing technical specifications and documents, writing scripts for importing and exporting information, maintaining complex SQL scripts for designing, building, or testing.

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 computers, multifunction printers, and servers.

Technology Requirements

- Ability to operate a variety of software and databases including Windows and Unix/Linux based desktop and server operating systems, database management software (i.e., SQL Server, SQL Server Management Studio, Oracle SQL Developer, Redgate SQL Toolbelt, etc.), development tools (Microsoft Visual Studio etc), programming languages and extensions (JavaScript, CSS, XML, HTML, C#, Python, PowerShell etc.), Integration Services (SSIS), Reporting Services (SSRS), spreadsheet software (Microsoft Excel), word processing software (Microsoft Word), and other programs and software.

Supervisory Responsibilities

- No supervisory responsibilities required; may provide oversight, assistance, and training to lower-level positions as needed.

Mathematical Ability

- Ability to add, subtract, multiply, divide, calculate decimals and percentages, perform routine and advanced statistics, and understand and apply the principles of algebra and linear programming.

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 diagnostic reports, business requirement documents, performance metrics reports, technical environment and entity-relationship diagrams, server hardware configuration, Requests for Proposal, error and security alerts, trace logs, context diagrams, monitoring and index data, requirement documents, programming code, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, field specific code of ethics, regulatory compliance guidelines for data management, data dictionary, database reference books, requirement and instruction documents, server books, software manuals and documentation, installation/upgrade guides, and maintenance documentation.

Senior Database Administrator

- Ability to prepare system documentation, database environment assessment, database server documentation, server hardware configuration, software and database design documents, entity-relationship diagrams, data dictionary, programming code, project planning document, database interview assessment, audit reports, standards documents, change control documents, database health check reports, incident reports, patch and upgrade reports, instructions documents, correspondence, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to use and interpret computer engineering terminology and programming languages.
- Ability to communicate with departmental working groups and teams, end users, vendors, co-workers, managers, administrators, and other County employees and departments.

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
12103	Senior Supervisor, CECOMS Operations	Public Safety and Justice Services	Exempt	11A
PROPOSED REVISED CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
12103	Senior Supervisor, CECOMS Operations	Public Safety and Justice Services	Exempt	11A

Requested By:	Personnel Review Commission
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Rationale:	PRC routine maintenance. Classification last revised in 2021. Updates were made to the distinguishing characteristics, essential functions, and language and formatting. A minimum qualifications equivalency table was added. No change to pay grade or FLSA status.
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No. of Employees Affected:	None (0)
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Dept.(s) Affected:	Public Safety and Justice Services
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Fiscal Impact:	None
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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>
Jill Smialek, Deputy Director, PSJS	4/11/2025 4/21/2025 5/1/2025 5/22/2025 6/5/2025 7/8/2025 7/17/2025 8/6/2025 9/3/2025	Email TEAMS Call Email Email Email Email Email Email Email	Set up Phone Call Discussion regarding job duties Question regarding org structure Reminder Reminder Confirmation of Org Structure Review of Class Spec Draft Reminder Notification of Pay Grade
Brandy Carney, Director - PSJS	7/17/2025 8/6/2025 9/3/2025	Email Email Email	Review of Class Spec Draft Reminder Notification of Pay Grade
Lisa Raffurty, Manager, CECOMS	8/6/2025 9/3/2025	Email Email	Reminder Notification of Pay Grade
Jim Battigaglia, Archer Consultant	8/11/2025	Email	Request for Pay Grade Recommendation
Kelli Neale, Program Officer 4 John Kennick, Manager, Compensation	8/27/2025	Email	Notification of Pay Grade

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Senior Supervisor, CECOMS Operations	Class Number:	12103
FLSA:	Exempt	Pay Grade:	11A
Dept:	Public Safety and Justice Services		

Classification Function

The purpose of this classification is to supervise CECOMS Supervisors, assist in administering and planning the operations of the Cuyahoga Emergency Communications Systems (CECOMS) Center, and conduct quality assurance evaluations.

Distinguishing Characteristics

This is a second-line supervisory level classification with responsibility for planning and supervising the operations of the CECOMS section of the Department of Public Safety and Justice Services under general direction of the Manager, CECOMS Operations. In addition, the incumbent conducts quality assurance evaluations and oversees training and continuing education for CECOMS staff. This class promotes the efficiencies of CECOMS operations by finding solutions to problems and making recommendations on process improvements. The incumbent exercises discretion in resolving organizational issues within applicable policies and procedures and ensuring that assigned activities are completed in a timely and efficient manner.

Essential Job Functions

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

25% +/- 10%

- Supervises and directs the work of CECOMS Operations Supervisors, 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; attends union contract negotiations; prepares schedules for personnel and ensures that the emergency call center is adequately staffed.

25% +/- 10%

- Assists in administering and planning the operations of the CECOMS Center; creates, implements, and updates standard operating guidelines; advises and assists with budget recommendations; prepares various reports and operational paperwork; reviews and assists with special projects; handles general public inquiries and public records requests; attends meetings as a representative of CECOMS and the Cuyahoga County Department of Public Safety; answers 9-1-1 calls and enters information in the computer aided dispatch software as needed; provides back-up support to operations employees, subordinate supervisors, and manager as needed; responds to questions and requests from other County PSAPs; maintains the Northeast Ohio Regional EMS Protocol document; maintains required certifications; maintains County Hospital Restriction status webpage and County CECOMS webpage.

25% +/- 10%

- Conducts quality assurance evaluations of services provided by CECOMS; evaluates all incidents and Emergency Medical Dispatch calls; compiles monthly operational metrics to monitor call processing; evaluates employee performance for quality to ensure compliance with federal, state, and County standards; creates and updates standard operating guidelines based on data from quality assurance evaluations.

10% +/- 5%

- Oversees the training and continuing education process for CECOMS staff; conducts new employee training (Emergency Medical Dispatch (EMD), Fire Communications, and Cardiopulmonary Resuscitation (CPR) classes); maintains employee training records; coordinates opportunities for employees to obtain continuing dispatch education (CDE) credits; tracks employee CDE credits obtained; oversees and coordinates annual re-certification process for all CECOMS staff.

10% +/- 5%

- Acts as the Regional AMBER Alert Coordinator; prepares and updates forms, plans, and procedures for AMBER Alert activations; facilitates Northeast Ohio AMBER Alert Advisory Board meetings and After-Action Review meetings; prepares After Action reports for the National Center for Missing and Exploited children; conducts agency specific training on AMBER Alert activation procedures and best practices for Law Enforcement and Telecommunicators.

5% +/- 2%

- Acts as an alternate 911 system administrator at the direction of the CECOMS Manager; assists Public Safety Answer Points (PSAPs) with staff additions/removals, running 911 reports, and directory additions/updates within the NG 9-1-1 System.

Minimum Training and Experience Required to Perform Essential Job Functions

- High School diploma or equivalent with six (6) years of public safety, emergency management, or related experience including two (2) years of supervisory experience; or any equivalent combination of education, training, and experience.

Highest degree of education attained	Experience required*
HS diploma/GED or unrelated associate degree	6 years
Related associate degree	5 years
Unrelated bachelor's or graduate degree	6 years
Related bachelor's degree	4 years
Related master's/doctoral degree	4 years

**The 2 years of supervisory experience are required and cannot be substituted.*

Related degree fields: emergency management, criminal justice, criminology, psychology, sociology, public administration. Current or previous State of Ohio certification as a Law Enforcement Officer, Firefighter or EMT/Paramedic.

Related work experience: emergency call taking, dispatch, law enforcement, firefighter, EMT/Paramedic.

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

Additional Requirements

- Must obtain and maintain Emergency Medical Dispatch (EMD), Cardiopulmonary Resuscitation (CPR) and Public Safety Telecommunications training/certifications within one (1) 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 (6) 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 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 Microsoft Word, Excel, Outlook, PDF Software (Adobe), database software (Matrix), Computer Aided Dispatch (CAD) software (TAC, OpenFox), LEADS software, 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 established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including operations reference materials, EMS Protocol feedback forms, personnel forms (i.e., time sheets, payroll forms, vacation requests, etc.), CAD call reports, 9-1-1 phone reports, attendance reports, daily operations schedules, purchase orders, billing invoices, monthly and on-call schedule, and other reports and records.

Senior Supervisor, CECOMS Operations

- Ability to comprehend a variety of reference books and manuals including industry standards for CPR and EMS care, the Employee Handbook, CECOMS Standard Operating Procedures, HIPPA Laws, Sunshine Laws, Ohio Revised Code, APCO International Standards, LEADS standards, NENA standards, and collective bargaining agreements.
- Ability to prepare employee performance evaluations, performance improvement plans, standard operating procedures, quality assurance evaluations, monthly, quarterly, and annual operational metrics and reports, project tracking spreadsheets, training tracking and documentation, CAD entries, press releases, public outreach materials, meeting agendas, CECOMS schedule, memos, correspondence, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to supervise and counsel employees, to convince and influence others, to record and deliver information, to explain procedures, to maintain confidentiality of restricted information, and to follow instructions.
- Ability to use and interpret emergency medical and law enforcement terminology and language.
- Ability to communicate effectively with supervisors, co-workers, subordinates, department managers, public safety personnel (including police departments, fire departments, local hospitals), County Emergency Services Advisory Board, vendors, other County employees and departments, and the general public.

Environmental Adaptability

- Work is typically performed in an office and emergency call 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
13032	Supervisor, Employment Service	Workforce Development and Health and Human Services	Exempt	10A
PROPOSED REVISED CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
13032	Supervisor, Employment Services	Workforce Development and Health and Human Services	Exempt	10A

Requested By:	Personnel Review Commission
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Rationale:	PRC routine maintenance. Classification last revised in 2021. Changes were made to essential functions, technology requirements, job title and language and formatting. No change to pay grade or FLSA status. A minimum qualification equivalency table was added.
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No. of Employees Affected:	One (1)
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Dept.(s) Affected:	Workforce Development and Health and Human 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>
Andrea Turi, Program Officer 4	6/18/2025	Email	Sent drafted specifications
	7/8/2025	Email	Reminder
Jim Battigaglia, Archer Consultant	7/25/2025	Email	Pay grade evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Supervisor, Employment Services	Class Number:	13032
FLSA:	Exempt	Pay Grade:	10A
Dept:	Workforce Development and Health and Human Services		

Classification Function

The purpose of this classification is to supervise employment services coordinators, and to assist in the management of daily activities of an employment services program.

Distinguishing Characteristics

This is a supervisory classification that is responsible for assisting in the management of the daily activities of an employment services program. The incumbent works under general supervision and ensures that activities are performed in a timely manner and according to policies, procedures and related regulations. This class requires occasional 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.

25% +/- 10%

- Assists in the administration of daily activities of an employment services program; oversees administration of program operation and staff; prepares various monthly reports for staff to use; maintains training status report; reviews, prepares, and processes various funding requests for approval; communicates program and case statuses to manager; ensures that all Federal, State, and local regulations and guidelines are met.

50% +/- 10%

- Supervises and directs the work of Employment Services Coordinators and other assigned staff; directs staff to ensure work is complete and meets standards in a timely fashion; plans, assigns, and reviews work; coordinates and provides training and instruction; evaluates employee performance and provides staff with timely feedback; responds to employee questions, concerns, and problems; approves employee timesheets and leave requests; prepares and reviews documents related to timesheets, and requests for leave; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.

15% +/- 10%

- Reviews incoming applications; determines applicant eligibility using CJFS databases; evaluates applicant for suitability for program; refers applicant to service provider; updates spreadsheets and databases.

10% +/- 5%

- Performs related administrative responsibilities attends various meetings and outreach events; prepares various reports, records, memos and other documents; responds to emails and phone calls; maintains related records and documentation.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in social work, public administration, business administration, or a related field, and three (3) years of employment service experience, **or any equivalent combination of training and experience as defined below:**

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

Related degree fields: psychology, sociology, business, public health, community health, human services

Related work experience: administrative experience, project management, general business

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 including departmental database (Ohio Benefits Worker Portal), spreadsheet software (Microsoft Excel), word processing software (Microsoft Word), and data entry software (CATS, ARIES, BBCT).

Supervisory Responsibilities

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

Mathematical Ability

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

Language Ability & Interpersonal Communication

- Requires the ability to perform mid-level data analysis, including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including attendance reports, attendance authorization, training reports, funding reports and requests, Youth Exit Request, and other reports and records.
- Ability to comprehend a variety of reference books, manuals, and guides, program curriculum, process documents, WIOA Youth, Adult, and Dislocated worker regulations, and the Employee Handbook.
- Ability to prepare program reports, applicant reports, participant reports, employee performance evaluations, memos, correspondence, case-file monitoring checklists, program training requests, 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 communicate effectively with employers, contractors, applicants, program participants, program staff, human resource personnel, managers, supervisors, state personnel, other County employees, 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
16121	Supervisor, IT Service Desk	Information Technology	Non-Exempt	10B
PROPOSED REVISED CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
16121	Supervisor, IT Service Desk	Information Technology	Non-Exempt	10B

Requested By:	Personnel Review Commission
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Rationale:	PRC routine maintenance. Classification last revised in 2021. Changes were made to essential functions, and language and formatting. No change to pay grade or FLSA status. A minimum qualification equivalency table was added.
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No. of Employees Affected:	Two (2)
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Dept.(s) Affected:	Information Technology
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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>
Jeremy Mio, Information Security Officer	7/8/2025	Email	Sent drafted specifications
	7/8/2025	Email	Answer questions
	7/25/2025	Email	Reminder
	8/8/2025	Email	Final Reminder
Jason Snowbrick, Director, Information Technology	7/8/2025	Email	Sent drafted specifications
	7/8/2025	Email	Answer questions
	7/25/2025	Email	Reminder
	8/8/2025	Email	Final Reminder
Jim Battigaglia, Archer Consultant	8/18/2025	Email	Pay grade evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Supervisor, IT Service Desk	Class Number:	16121
FLSA:	Non-Exempt	Pay Grade:	10B
Dept:	Information Technology		

Classification Function

The purpose of this classification is to supervise and coordinate activities of service desk/help desk personnel.

Distinguishing Characteristics

This is a first-level supervisor classification that is responsible for supervising and coordinating activities of service desk/help desk personnel. This class works under direction of the Administrator, Infrastructure and Operations. The employee in this class is expected to exercise discretion in applying general goal or policy statements and resolving organizational and service delivery problems.

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%

- Supervises and directs the work of Help Desk Technicians, Network Administrators, Service Desk Specialists, and other assigned staff; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; coordinates and/or provides training and instruction; evaluates employee performance; 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.

35% +/- 10%

- Ensures the proper function of the IT Service Desk; monitors ticketing system and follows up with assigned personnel to ensure timely resolution to problems; addresses and troubleshoots issues related to all desktop technologies; creates user accounts and manages access control based on departmental policies; creates project plans encompassing project tasks and deliverables; manages IT Service Desk projects; ensures equipment availability.

20% +/- 10%

- Gathers and analyzes metrics to benchmark the service desk workload and performance; enforces quality service guidelines for dealing with customers, completing services, and overall customer satisfaction; provides expert insight into general support issues; analyzes and identifies trends in issue reporting; devises preventative solutions; suggests new policies, procedures, and process improvements.

10% +/- 5%

- Performs supporting administrative duties; attends meetings and trainings; responds to questions and complaints; responds to requests for information; composes correspondence; communicates with

Supervisor, IT Service Desk

vendors and suppliers about the IT Service Desk; communicates with internal and external customers to gather information, identify, track, analyze, test, and resolve issues in a timely manner.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in computer science or related field with three (3) years of help desk experience; **or any equivalent combination of training and experience as defined in the table below.**

Highest degree of education attained	Experience required
High school diploma/GED	9 years
Unrelated associate degree	7 years
Related associate degree	5 years
Unrelated bachelor's degree	5 years
Related bachelor's degree	3 years
Unrelated graduate degree	3 years
Related graduate degree	1 year

Related degree fields: business, software engineering, computer engineering, data science, information technology

Related work experience: network support, IT, desktop support

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 computer software including email software (Microsoft Outlook), IT ticketing software (Cherwell), spreadsheet software (Microsoft Excel), word processing software (Microsoft Word).

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.

Supervisor, IT Service Desk

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

Mathematical Ability

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

Language Ability & Interpersonal Communication

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including status reports, monthly reports, time sheets, quotes, service desk tickets, collective bargaining agreement, Work Order Request, and other related documents.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, software manuals, hardware manuals, HIPAA, and State Policy Manual.
- Ability to prepare computer generated reports including performance reviews, monthly statistics and reports, CSR/TSSP Requests, project plans, grievance responses, bargaining unit agreements, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to supervise and counsel employees, to convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret information technology terminology and language.
- Ability to communicate effectively with supervisors, directors, vendors, internal customers, external customers, direct reports, other DoIT units, State of Ohio IT support, 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
12102	Supervisor, Quality Assurance	Public Safety and Justice Services	Exempt	10A
PROPOSED REVISED CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
12102	Supervisor, Quality Assurance	Public Safety and Justice Services	Exempt	11A

Requested By:	Personnel Review Commission
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Rationale:	PRC routine maintenance. Classification last revised in 2021. Updates were made to the essential functions and language and formatting. A minimum qualifications equivalency table was added. Pay Grade increased from 10A to 11A.
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No. of Employees Affected:	One (1)
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Dept.(s) Affected:	Public Safety and Justice Services
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Fiscal Impact:	Pay Grade 10A - \$62,233.60 - \$87,068.80 Pay Grade 11A - \$65,416.00 - \$91,582.40 Employee current salary fits 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>
Jill Smialek, Deputy Director, PSJS	4/11/2025 4/21/2025 5/1/2025 5/22/2025 6/5/2025 7/8/2025 7/17/2025 8/6/2025 9/3/2025	Email TEAMs Call Email Email Email Email Email Email Email	Set up Phone Call Discussion regarding job duties Question regarding org structure Reminder Reminder Confirmation of Org Structure Review of Class Spec Draft Reminder Notification of Pay Grade
Brandy Carney, Director - PSJS	7/17/2025 8/6/2025 9/3/2025	Email Email Email	Review of Class Spec Draft Reminder Notification of Pay Grade
Lisa Raffurty, Manager, CECOMS	8/6/2025 9/3/2025	Email Email	Reminder Notification of Pay Grade
Jim Battigaglia, Archer Consultant	8/11/2025	Email	Request for Pay Grade Recommendation
Kelli Neale, Program Officer 4 John Kennick, Manager, Compensation	8/27/2025	Email	Notification of Pay Grade

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Supervisor, Quality Assurance	Class Number:	12102
FLSA:	Exempt	Pay Grade:	11A
Dept:	Public Safety and Justice Services		

Classification Function

The purpose of this classification is to conduct quality assurance evaluations, oversee operations of the CECOMS Center, oversee the required training and continuing education process for the Cuyahoga Emergency Communications Systems (CECOMS) Center staff.

Distinguishing Characteristics

This is a first-line supervisor level classification with responsibility for conducting quality assurance evaluations, overseeing new employee training, ensuring completion of required continuing education for CECOMS staff, and supervising subordinate personnel. Employees work under direction of the Manager, CECOMS Operations. This class promotes the efficiencies of CECOMS operations by finding solutions to problems and making recommendations on process improvements. The incumbent exercises discretion in resolving organizational issues within applicable policies and procedures and ensuring that assigned activities are completed in a timely and efficient manner.

Essential Job Functions

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

25% +/- 10%

- Conducts quality assurance evaluations of services provided by CECOMS; evaluates all incidents and Emergency Medical Dispatch calls; compiles monthly operational metrics to monitor call processing; evaluates employee performance for quality to ensure compliance with federal, state, and County standards; creates and updates standard operating guidelines based on data from quality assurance evaluations.

25% +/- 10%

- Supervises and directs the work of Emergency Call Takers 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.

20% +/- 10%

- Assists with administering and planning the operations of the CECOMS Center; assists with managing projects and special initiatives; attends meetings as a representative of CECOMS and the Cuyahoga County Department of Public Safety; participates in the Cuyahoga County Emergency Medical Dispatch Committee (CCEMDC) and EMS Protocol Development Committee as co-chair; acts as Emergency Medical Dispatch program manager; creates, implements, and updates standard operating guidelines; answers 9-1-1 calls and enters information in the computer aided dispatch software; prepares various compliance documents; handles general public inquiries and completes

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public records requests; maintains the Northeast Ohio Regional EMS Protocol document; maintains required certifications; maintains County Hospital Restriction status webpage and County CECOMS webpage.

15% +/- 5%

- Oversees the training and continuing education process for CECOMS staff; conducts new employee training (Emergency Medical Dispatch (EMD), Fire Communications, and Cardiopulmonary Resuscitation (CPR) classes); maintains employee training records; coordinates opportunities for employees to obtain continuing dispatch education (CDE) credits; tracks employee CDE credits obtained; oversees and coordinates annual re-certification process for all CECOMS staff.

10% +/- 5%

- Acts as the Regional AMBER Alert Coordinator; prepares and updates forms, plans, and procedures for AMBER Alert activations; facilitates Northeast Ohio AMBER Alert Advisory Board meetings and After-Action Review meetings; prepares After Action reports for the National Center for Missing and Exploited children; conducts agency specific training on AMBER Alert activation procedures and best practices for Law Enforcement and Telecommunicators.

5% +/- 2%

- Acts as an alternate 911 system administrator under the direction of the CECOMS Manager; assists Public Safety Answer Points (PSAPs) with staff additions/removals, running 911 reports, and directory additions/updates within the NG 9-1-1 System.

Minimum Training and Experience Required to Perform Essential Job Functions

- High School diploma or equivalent with four (4) years of public safety, emergency management, or related experience; or any equivalent combination of education, training, and experience.
- Applicants may substitute a degree for an amount of the experience requirement, as shown in the table below.

Highest degree of education attained	Experience required
HS diploma/GED or unrelated associate degree	4 years
Related associate degree	3 years
Unrelated bachelor's or graduate degree	4 years
Related bachelor's degree	2 years
Related master's/doctoral degree	2 years

Related degree fields: emergency management, criminal Justice, criminology, psychology, sociology, public administration. Current or previous State of Ohio certification as a Law Enforcement Officer, Firefighter or EMT/Paramedic

Related work experience: emergency call taking, dispatch, law enforcement, firefighter, EMT/Paramedic.

Additional Requirements

- Must obtain and maintain Emergency Medical Dispatch (EMD), EMD Instructor, Cardiopulmonary Resuscitation (CPR), CPR Instructor, and Public Safety Telecommunications training/certifications within one (1) year of hire date.

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- 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 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 Microsoft Word, Excel, Outlook, PDF Software (Adobe), database software (Matrix), Computer Aided Dispatch (CAD) software (TAC, OpenFox), LEADS software, 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 operations reference materials, EMS Protocol feedback forms, payroll forms, CAD call reports, 9-1-1 phone reports, attendance reports, daily operations schedules, purchase orders, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including industry standards for CPR and EMS care, the Employee Handbook, CECOMS Standard Operating Procedures, Sunshine Laws, Ohio Revised Code, APCO International standards, NENA standards, and OPBA Contract.

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- Ability to prepare employee performance evaluations, performance improvement plans, standard operating procedures, quality assurance evaluations, monthly, quarterly, and annual operational metrics and reports, project tracking spreadsheets, training tracking and documentation, CAD entries, press releases, public outreach materials, meeting agendas, memos, correspondence, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to supervise and counsel employees, to convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret emergency medical and law enforcement terminology and language.
- Ability to communicate effectively with supervisors, subordinates, department managers, vendors, public safety personnel (including police departments, fire departments, CECOMS dispatchers, local hospitals), 911 callers, other County employees and departments, and the general public.

Environmental Adaptability

- Work is typically performed in an office and emergency call 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.