



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

To: PRC Commissioners

From: Rebecca Kopcienski, Director

Date: October 26, 2023

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 November 1, 2023, 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
Business Administrator 11201	9A Exempt	All Departments
Business Support Services Specialist 11191	5A Non-Exempt	All Departments
Senior Forensic Epidemiologist 17102	12A Exempt	Medical Examiner
Supervisor, Business Administrator 11202	14A Exempt	All Departments

REVISED CLASSIFICATIONS (Revised Title)	CURRENT PAY GRADE & FLSA	RECOMMENDED PAY GRADE & FLSA	DEPARTMENT
Forensic Photographer 12211	6A Non-Exempt	7A Non-Exempt	Medical Examiner
IT Infrastructure Engineer 1 16431	5B Non-Exempt	5B Non-Exempt (No Change)	Information Technology
IT Infrastructure Engineer 3 16433	10B Exempt	10B Exempt (No Change)	Information Technology
IT Infrastructure Engineer 4 16434	12B Exempt	12B Exempt (No Change)	Information Technology
IT Infrastructure Engineer 5 16435	13B Exempt	13B Exempt (No Change)	Information Technology
IT Infrastructure Engineer 6 16436	14B Exempt	14B Exempt (No Change)	Information Technology

Manager, IT Infrastructure and Operations 16441	16B Exempt	16B Exempt (No Change)	Information Technology
Manager, Commercial/Industrial Appraisal 20031	16A Exempt	16 Exempt (No Change)	Fiscal
Manager, Management Services 11171	18A Exempt	18 Exempt (No Change)	HHS
Manager, Residential/Agricultural Appraisal 20012	16A Exempt	16 Exempt (No Change)	Fiscal

**PROPOSED NEW CLASSIFICATION**

<b>Class Number</b>	<b>Classification Title</b>	<b>Department</b>	<b>FLSA Status</b>	<b>Pay Grade</b>
11201	Business Administrator	All Departments	Exempt	9A

<b>Requested By:</b>	Personnel Review Commission
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<b>Rationale:</b>	This is a new classification created to replace the current Business Administrator 2 and 3 and reorganize and define the series more efficiently. The classification reflects the essential functions and minimum qualifications of the position.
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<b>No. of Employees Affected:</b>	None
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<b>Dept.(s) Affected:</b>	All Departments
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<b>Fiscal Impact:</b>	PG 9A: \$56,680.00 - \$79,352.00 Step Placement TBD by Human Resources
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<b>Staffing Implications:</b>	Position to be filled once classification is active.
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<b>PRC Contact(s):</b>	Verona Blonde, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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<b>Human Resources and Management Contact(s):</b>	<b><u>Date of Contact:</u></b>	<b><u>Type of Contact:</u></b>	<b><u>Reason:</u></b>
Kelli Neale, PO4 HR	12/1/2022	TEAMS Meeting	Discuss reorganization of Business Administrator Series Review of Drafts Update on Business Administrator series org
	12/9/2022	Email	
	10/13/2023	TEAMS Meeting	
John Kennick, Compensation Analyst	12/1/2022	TEAMS Meeting	Discuss reorganization of Business Administrator Series Review of Drafts
	12/9/2022	Email	

	10/13/2023	TEAMS Meeting	Update on Business Administrator series org
Jim Battigaglia, Archer Consultant	12/21/2022	Email	Request for Pay Grade Evaluation

# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Business Administrator	<b>Class Number:</b>	11201
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	9A
<b>Dept:</b>	All Departments		

## Classification Function

The purpose of this classification is to coordinate fiscal management activities for County division or department.

## Distinguishing Characteristics

This is a journey-level classification that is responsible for assisting with and coordinating fiscal management and department operations activities for a County division or department. The employees in this class work under general supervision but are expected to work with a degree of independence and exercise discretion in applying procedures and regulations to resolve project issues. The employees in this classification assist in ensuring that projects are completed on time and with adherence to requirements.

## 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.**

60% +/- 10%

- Assists higher level administrative staff or managers in the planning and administration of fiscal activities for a County department; performs assigned fiscal activities of assigned department or division including accounting, budgeting, disbursement of funds, purchasing, and equipment inventory; confers with management before initiation of purchases and confirms approval; prepares purchase proposals for approval by the Board of Control; prepares product and service specifications and evaluations for purchases; completes process for purchases within specified dollar amounts according to appropriate County procurement procedures (e.g., informal, bidding, formal); prepares records and documentation related to procurement activities; utilizes procurement software to enter and review information (e.g., requisitions, purchase orders, vendor notifications); processes purchasing activities (e.g., contract purchases, sole source purchases, field buyer requisitions, legal advertisements); creates requests for bids and proposals; maintains spreadsheets tracking purchasing activities; monitors fiscal status of various fund accounts to prevent deficit balances; participates in historical budget analysis and forecasting to set budgets for upcoming fiscal years; assists with preparing annual operating and program budgets; monitors budgetary activity (i.e., revenue and expenditures) of assigned budgets; creates fiscal reports for internal and external audits.

30% +/- 10%

- Assists with administering department operations, communications, and office services; assists with the development and implementation of new department operations or systems (e.g., ERP system); processes assigned division/department employee travel, training, and/or professional development reimbursements; receives and handles requests from employees regarding office issues and work orders; coordinates with other departments on needed services (i.e., work or service orders, special events, etc.); processes reimbursement requests to/from external departments or agencies; consults with the law department on contract documents to ensure compliance with applicable policies and regulations; maintains and updates inventory tracking spreadsheets.

10% +/- 5%

- Provides recommendations to management on goals, objectives, policies, and procedures; remains abreast of relevant regulations to ensure compliance; supports the department's continuous improvement initiatives as needed.

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

- Bachelor's degree in business administration or a related field with three (3) years of accounting, fiscal, or budget experience; or any equivalent combination of education, training, and experience.

### **Additional Requirements**

- No special license or certification is required.

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

#### **Physical Requirements**

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

#### **Technology Requirements**

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

#### **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 financial reports, statistical reports, invoice vouchers, payroll forms, budget appropriations, vouchers, audits, inventory, contracts, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including Federal Regulations, Ohio Revised Code, audit circulars, purchasing manuals, the Employee Handbook, and administrative procedures.
- Ability to prepare financial statements, statistical reports, contracts, budget reports, budget projections, vouchers, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.

## Business Administrator

- Ability to convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret accounting and relevant legal terminology and language.
- Ability to communicate with Directors, managers, supervisors, other County employees, state and federal employees, contractors, vendors, consultants, and the general public.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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

**PROPOSED NEW CLASSIFICATION**

<b>Class Number</b>	<b>Classification Title</b>	<b>Department</b>	<b>FLSA Status</b>	<b>Pay Grade</b>
11191	<b>Business Support Services Specialist</b>	<b>All Departments</b>	<b>Non-Exempt</b>	<b>5A</b>

<b>Requested By:</b>	Personnel Review Commission
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<b>Rationale:</b>	This is a new classification created to replace the current Business Administrator 1 and reorganize and define the series more efficiently. The classification reflects the essential functions and minimum qualifications of the position.
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<b>No. of Employees Affected:</b>	None
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<b>Dept.(s) Affected:</b>	All Departments
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<b>Fiscal Impact:</b>	PG 5A: \$44,304.00 - \$62,025.60 Step Placement TBD by Human Resources
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<b>Staffing Implications:</b>	Position to be filled once classification is active.
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<b>PRC Contact(s):</b>	Verona Blonde, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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<b>Human Resources and Management Contact(s):</b>	<b><u>Date of Contact:</u></b>	<b><u>Type of Contact:</u></b>	<b><u>Reason:</u></b>
Kelli Neale, PO4 HR	12/1/2022	TEAMS Meeting	Discuss reorganization of Business Administrator Series Review of Drafts Update on Business Administrator series org
	12/9/2022	Email	
	10/13/2023	TEAMS Meeting	
John Kennick, Compensation Analyst	12/1/2022	TEAMS Meeting	Discuss reorganization of Business Administrator Series Review of Drafts
	12/9/2022	Email	



	10/13/2023	TEAMS Meeting	Update on Business Administrator series org
Jim Battigaglia, Archer Consultant	12/21/2022	Email	Request for Pay Grade Evaluation

# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Business Support Services Specialist	<b>Class Number:</b>	11191
<b>FLSA:</b>	Non-Exempt	<b>Pay Grade:</b>	5A
<b>Dept:</b>	All Departments		

## Classification Function

The purpose of this classification is to assist a County department with coordinating administrative business support functions.

## Distinguishing Characteristics

This is any entry-level position that is responsible for assisting higher level administrative staff with the administration of business support functions, office services, and lower-level procurement activities for a County division or department. This position works under supervision from a supervisor or manager-level position and 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.

- 50% +/- 10%
  - Assists higher level administrative staff or managers by performing basic purchasing and inventory control functions; prepares bid specifications and purchase orders; reconciles purchases to ensure items match purchases on orders; processes invoices for payment; enters purchasing information into appropriate database; receives and coordinates delivery of supplies and equipment; maintains records of inventory.

- 50% +/- 10%
  - Performs administrative functions to coordinate and support assigned department's operations such as housekeeping, laundry, maintenance, grounds, safety and security, or mail services; reviews, prepares, or processes documentation related to support functions; communicates and coordinates with other departments as necessary.

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

- Associate degree in business administration, accounting, or a related field; or any equivalent combination of education, training, and experience.

## Additional Requirements

- No special license or certification is required.

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

### Physical Requirements

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

## Business Support Services Specialist

### **Technology Requirements**

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

### **Supervisory Responsibilities**

- No supervisory responsibilities required.

### **Mathematical Ability**

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

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

- Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and problem solve. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.
- Ability to comprehend a variety of informational documents including quotes, invoices, contracts, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including Ohio Revised Code, Purchasing Department guidelines, the Employee Handbook, and department policies and procedures.
- Ability to prepare purchase orders, invoices, work order/service requests, 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 basic accounting terminology and language.
- Ability to communicate with managers, supervisors, other County employees and departments, vendors, and the general public.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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

**PROPOSED NEW CLASSIFICATION**

<b>Class Number</b>	<b>Classification Title</b>	<b>Department</b>	<b>FLSA Status</b>	<b>Pay Grade</b>
17102	Senior Forensic Epidemiologist	Medical Examiner's Office	Exempt	12A

<b>Requested By:</b>	Personnel Review Commission
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<b>Rationale:</b>	This is a new classification requested by the Medical Examiner's Office based on department need. The classification reflects the essential functions and minimum qualifications of the position.
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<b>No. of Employees Affected:</b>	None
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<b>Dept.(s) Affected:</b>	Medical Examiner's Office
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<b>Fiscal Impact:</b>	PG 12A \$65,977.60 - \$92,372.80 Step Placement TBD by Human Resources
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<b>Staffing Implications:</b>	Position to be filled once classification is active.
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<b>PRC Contact(s):</b>	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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<b>Human Resources and Management Contact(s):</b>	<b><u>Date of Contact:</u></b>	<b><u>Type of Contact:</u></b>	<b><u>Reason:</u></b>
Hugh Shannon, Director, MEO Operations	8/25/2023	Email	Sent drafted specification
Thomas Gilson, Medical Examiner	8/25/2023	Email	Copied on Communication
Jim Battigaglia, Archer Consultant	8/31/2023	Email	Pay Grade Evaluation

Kelli Neale, Program Officer 4 John Kennick, Compensation Analyst	9/6/2023	Email	Discuss position
Hugh Shannon, MEO Administrator	9/8/2023	Email	Ask questions
Thomas Gilson, Medical Examiner	9/8/2023	Email	Copied on Communication
Jim Battigaglia, Archer Consultant	9/20/2023	Email	Pay Grade Evaluation

# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Senior Forensic Epidemiologist	<b>Class Number:</b>	17102
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	12A
<b>Dept:</b>	Medical Examiner's Office		

## Classification Function

The purpose of this classification is to lead the surveillance of reported deaths and to build analysis methods and health data for developing and implementing research and public health initiatives.

## Distinguishing Characteristics

This is a journey level classification responsible for leading the collection, analysis, and interpretation of statistical data related to reported overdose and disease deaths. Incumbents work under the direction of the Director of Cuyahoga County Medical Examiner Office Operations (CCMEO) but employees are expected to exercise a high level of independent judgment and initiative. The employee is responsible for ensuring proper preservation and documentation of evidence and adherence to applicable laws, protocols, and regulations. This class acts as a lead worker over lower-level employees.

## Essential Job Functions

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

- 55% +/- 10%

• Conducts and oversees collection and analysis of data related to overdose deaths and other medicolegal deaths; enters and codes current and retrospective overdose fatality and controlled substance prescription data into database management system; conducts and leads data analysis of identified and/or emerging trends; conducts epidemiological surveillance and data analysis to determine changes in trends regarding overdose deaths and other epidemiological problems; leads the design of new data collection methods and systems and recommends improvements to existing systems; leads in the interpretation of epidemiological data and makes recommendations for program policy planning and public health intervention development; serves as liaison for receiving and addressing miscellaneous requests for data from public health, community, and academic partners.
- 15% +/- 5%

• Leads the Overdose Fatality Review (OFR) with oversight from the Chief Medical Examiner; attends multidisciplinary meetings to conduct in-depth reviews of overdose deaths; compiles data from 12 agencies in the OFR; creates presentations for review meetings; conducts additional data analysis for discussion purposes and informing evidence-based recommendations to reduce overdose deaths; leads OFR stakeholder meetings.
- 10% +/- 5%

• Serves in research committees and contributes to the development of research projects; identifies trends; creates reports and presentations regarding data trends for academic conferences, internal review meetings, taskforce groups, and committee meetings; leads preparation of academic papers and submits research for publication in peer-reviewed scientific journals; compiles and prepares information for publications and reports with guidance from the Chief Medical Examiner; provides public health data and interpretations to community public health and public safety partners; represents the CCMEO at conferences, community events, and meetings; participates on national committees; responds to emails and phone calls; keeps current on new trends and information in the field; researches, validates, and implements new procedures.

## Senior Epidemiologist

10% +/- 5%

- Writes grant proposals and prepares grant applications; researches and analyzes relevant local statistics for grants; collects data on available grants that are applicable to County needs; analyzes grant rules and regulations to determine requirements for applications; completes grant applications using proper formatting; assesses and edits grant applications for adherence to mandates; serves as a liaison for grant-related communications between other agencies involved in grant projects; updates appropriate parties with status updates of grant projects.

10% +/- 5%

- Serves as lead worker; may coordinate and oversee small projects; reviews and approves work submitted by other team members; provides quality control of content produced by lower-level employees; identifies and recommends targeted training needs of lower-level employees.

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

- Master's degree in public health, epidemiology, biostatistics, or related field and three (3) years of public health, epidemiology, or related experience; or an equivalent combination of education, training, and experience.

### **Additional Requirements**

- Completion of FEMA ICS 100, 200, and 700 courses is required within probationary period (180 days).

### **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 word processing software (Microsoft Word), spreadsheet software (Microsoft Excel), electronic mail software (Microsoft Outlook), survey and database management application (REDCap), data and information management system (VertiQ), statistical analysis software (SPSS), and other software as needed.

#### **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.

#### **Mathematical Ability**

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

#### **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

## Senior Epidemiologist

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 medical records, court records, police records, next-of-kin information, quarterly overdose data briefs, OFR Annual reports, and correspondence.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, journal articles, and the Ohio Revised Code.
- Ability to prepare presentations, reports, lists, correspondence, OFR presentations, Overdose Data Dashboards, grant proposals and applications, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to supervise and counsel employees, convince and influence others, record and deliver information, explain procedures, and follow instructions.
- Ability to use and interpret public health and basic medical terminology and language.
- Ability to communicate with co-workers, supervisor, management, boards, committees, Board of Health members, taskforces, and members of public health associations.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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



**PROPOSED NEW CLASSIFICATION**

<b>Class Number</b>	<b>Classification Title</b>	<b>Department</b>	<b>FLSA Status</b>	<b>Pay Grade</b>
11202	Supervisor, Business Administrator	All Departments	Exempt	14A

<b>Requested By:</b>	Personnel Review Commission
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<b>Rationale:</b>	This is a new classification created to replace the current Business Administrator 4 and reorganize and define the series more efficiently. The classification reflects the essential functions and minimum qualifications of the position.
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<b>No. of Employees Affected:</b>	None
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<b>Dept.(s) Affected:</b>	All Departments
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<b>Fiscal Impact:</b>	PG 9A: \$72,176.00 - \$101,025.60 Step Placement TBD by Human Resources
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<b>Staffing Implications:</b>	Position to be filled once classification is active.
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<b>PRC Contact(s):</b>	Verona Blonde, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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<b>Human Resources and Management Contact(s):</b>	<b><u>Date of Contact:</u></b>	<b><u>Type of Contact:</u></b>	<b><u>Reason:</u></b>
Kelli Neale, PO4 HR	12/1/2022	TEAMS Meeting	Discuss reorganization of Business Administrator Series Review of Drafts Update on Business Administrator series org
	12/9/2022	Email	
	10/13/2023	TEAMS Meeting	
John Kennick, Compensation Analyst	12/1/2022	TEAMS Meeting	Discuss reorganization of Business Administrator Series Review of Drafts
	12/9/2022	Email	

	10/13/2023	TEAMS Meeting	Update on Business Administrator series org
Jim Battigaglia, Archer Consultant	12/21/2022	Email	Request for Pay Grade Evaluation

# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Supervisor, Business Administrator	<b>Class Number:</b>	11202
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	14A
<b>Dept:</b>	All Departments		

## Classification Function

The purpose of this classification is to oversee and coordinate fiscal management activities for a County division or department.

## Distinguishing Characteristics

This is a managerial-level classification that is responsible for overseeing and coordinating fiscal management activities for a County division or department under the general direction of a senior level administrative or management position. Employees work independently with minimal instruction or assistance and perform work in accordance with established departmental policies and procedures. The incumbent exercises discretion in applying policies and procedures to resolve organizational issues and to ensure that assigned activities are completed in a timely and efficient manner. This class has a higher level of financial responsibility and accountability than the class below and has managerial responsibilities.

## Essential Job Functions

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

- 50% +/- 10%
- Oversees the planning and administration of assigned fiscal activities for a County department or division; performs and oversees assigned fiscal activities of assigned department or division including accounting, budgeting, disbursement of funds, purchasing, and equipment inventory; prepares purchase proposals for approval by the Board of Control; prepares product and service specifications and evaluations for purchases; completes process for purchases within specified dollar amounts according to appropriate County procurement procedures (e.g., informal, bidding, formal); prepares records and documentation related to procurement activities; utilizes procurement software to enter and review information (e.g., requisitions, purchase orders, vendor notifications); processes purchasing activities (e.g., contract purchases, sole source purchases, field buyer requisitions, legal advertisements); creates requests for bids and proposals; maintains spreadsheets tracking purchasing activities; monitors fiscal status of various fund accounts to prevent deficit balances; completes historical budget analysis and forecasting to set budgets for upcoming fiscal years; prepares and/or assists with preparing annual operating and program budgets; monitors budgetary activity (i.e., revenue and expenditures) of assigned budgets; coordinates and creates fiscal reports for internal and external audits.

- 30% +/- 10%
- Supervises and directs the work of Business Administrators, Fiscal 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

## Supervisor, Business Administrator

unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.

10% +/- 5%

- Oversees planning and administration of assigned department operations, communications, and office services; coordinates the development and implementation of new department operations or systems (e.g., ERP system); oversees assigned division/department employee travel, training, and/or professional development reimbursements; receives and handles requests from employees regarding office issues and work orders; coordinates with other departments on needed services (i.e., work or service orders, special events, etc.); oversees building safety needs; processes reimbursement requests to/from external departments or agencies; consults with the law department on contract documents to ensure compliance with applicable policies and regulations; maintains and updates inventory tracking spreadsheets.

10% +/- 5%

- Participates in the development and implementation of goals, objectives, policies, and procedures for assigned division or department; remains abreast of relevant regulations to ensure compliance; supports the department's continuous improvement initiatives as needed; makes recommendations for improving processes and procedures.

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

- Bachelor's degree in business administration, or related field with five (5) years of accounting, fiscal or budget administration experience including two (2) years in a supervisory capacity; or any equivalent combination of education, training, and experience.

### **Additional Requirements**

- No special license or certification is required.

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

#### **Physical Requirements**

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

#### **Technology Requirements**

- Ability to operate a variety of software including word processing software (Microsoft Word), spreadsheet software (Microsoft Excel), electronic mail software (Microsoft Outlook), and database 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, evaluating, 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 financial reports, statistical reports, invoices, payroll forms, indirect cost plans, contracts, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including Ohio Revised Code, state reporting requirements, purchasing manuals, personnel manuals, and administrative procedures.
- Ability to prepare financial statements, statistical reports, contracts, budgets, budget projections, vouchers, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to manage people and programs, 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 accounting and relevant legal terminology and language.
- Ability to communicate with the County Executive, Directors, staff, managers, supervisors, other County employees, state and federal employees, contractors, vendors, consultants, and the general public.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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

**CURRENT CLASSIFICATION**

Class Number	Classification Title	Department	FLSA Status	Pay Grade
12211	Forensic Photographer	Medical Examiner's Office	Non-Exempt	6A

**PROPOSED REVISED CLASSIFICATION**

Class Number	Classification Title	Department	FLSA Status	Pay Grade
12211	Forensic Photographer	Medical Examiner's Office	Non-Exempt	7A

<b>Requested By:</b>	Personnel Review Commission
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<b>Rationale:</b>	PRC routine maintenance. Classification last revised in 2019. Changes were made to distinguishing characteristics, job functions, additional requirements, and language and formatting. A technology section was added. No change to FLSA status. Pay grade increased from 6A to 7A.
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<b>No. of Employees Affected:</b>	Three (3)
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<b>Dept.(s) Affected:</b>	Information Technology
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<b>Fiscal Impact:</b>	PG 6A: \$47,382.40 - \$66,352.00 PG 7A: \$50,502.40 - \$70,699.20 Step Placement TBD by Human Resources
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<b>Staffing Implications:</b>	None
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<b>PRC Contact(s):</b>	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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<b>Human Resources and Management Contact(s):</b>	<b><u>Date of Contact:</u></b>	<b><u>Type of Contact:</u></b>	<b><u>Reason:</u></b>
Kate Snyder, Chief Forensic Photographer	6/12/2023	Email	Sent drafted specifications
Kate Snyder, Chief Forensic Photographer	7/3/2023	Email	Reminder
Kate Snyder, Chief Forensic Photographer	7/21/2023	Email	Final reminder
Kate Snyder, Chief Forensic Photographer	8/4/2023	Email	Ask question
Kate Snyder, Chief Forensic Photographer	8/14/2023	Email	Ask/answer questions
Kate Snyder, Chief Forensic Photographer	8/22/2023	Email	Reminder
Kate Snyder, Chief Forensic Photographer	8/31/2023	Email	Final reminder
Kate Snyder, Chief Forensic Photographer	9/12/2023	Email	Clarification
Hugh Shannon, Director, MEO Operations	6/12/2023 7/3/2023 7/21/2023 8/4/2023 8/14/2023 8/22/2023 8/31/2023 9/21/2023	Email	CC'ed on communications
Hugh Shannon, Director, MEO Operations	9/14/2023	Email	Ask question
Jim Battigaglia, Archer Consultant	9/20/2023	Email	Pay grade evaluation

## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Forensic Photographer	<b>Class Number:</b>	12211
<b>FLSA:</b>	Non-Exempt	<b>Pay Grade:</b>	7A
<b>Dept:</b>	Medical Examiner's Office		

### Classification Function

The purpose of this classification is to photograph a variety of scenes, subjects, and materials including physical evidence provided by law enforcement and to process all image files for investigative, scientific, and court presentation purposes.

### Distinguishing Characteristics

This is an entry-level classification working under general supervision of the Chief Forensic Photographer. Positions in this class independently perform recurring, well-precedented tasks using standard methods and techniques. Incumbents establish and maintain quality control and ensure proper preservation and documentation of photographs. Employees receive instruction or assistance as new or unusual situations arise and are expected to become/remain up to date regarding methods, protocols, procedures, and applicable regulations. Position is considered essential and remains on-call 24 hours a day and during holidays and County closures.

### Essential Job Functions

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

- 50% +/- 10%
- Photographs a variety of subjects and materials including autopsies, clothing, crime scenes, identifications, property, specimen, vehicles, or other physical evidence; documents photographic processes and procedures; follows chain of custody with photographic evidence as necessary.
- 30% +/- 10%
- Processes images in multiple file types using a wide variety of software tools for investigative, scientific, and court presentation purposes; processes raw image files from digital media cards; processes property or digital media cards for other departments; copies files to digital media storage devices (optical discs, USBs, etc.) and distributes upon request; prints photographs; uses a scanner to digitize film, prints, and other copy work; assists with preparation and presentation of images for reports and exhibits; prepares and maintains digital files in accordance with applicable policies and procedures.
- 10% +/- 5%
- Performs miscellaneous responsibilities related to photography laboratory; cleans and maintains equipment; tracks inventory and supplies.
- 10% +/- 5%
- Performs related administrative responsibilities; prepares various reports, records, and other documents; responds to emails and phone calls; attends various trainings and meetings; keeps abreast of current trends and technological developments in the field; conducts tours of photography unit; instructs interns and provides demonstrations.



## Forensic Photographer

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

- A Bachelor's degree in photography or related field with one (1) year of experience performing digital and conventional photography in a studio or laboratory setting; or an equivalent combination of education, training, and experience.
- Valid driver's license, proof of automobile insurance, and access to a vehicle.

### **Additional Requirements**

- Become a Certified Forensic Photographer through the International Association for Identification's (IAI) Forensic Photography & Imaging Certification Program within 3 years of hire and maintain this certification while employed in the Photography Unit at the Medical Examiner's Office.
- Completion of FEMA ICS 100, 200, and 700 courses is required within the probationary period (180 days).

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

#### **Physical Requirements**

- Ability to operate a variety of automated office machines and equipment including computer and multifunction printer.
- Ability to operate a variety of photographic equipment including digital cameras, tripods, strobes, scanners, microscopes, and projectors.
- Ability to bend, twist, crouch, crawl, balance, climb, push/pull over 100 lbs., and lift up to 25 lbs.

#### **Technology Requirements**

- Ability to operate a variety of software including email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), and word processing software (Microsoft Word), image cataloging software (Adobe Lightroom, Extensis Portfolio), and digital imaging software (Adobe Photoshop, Camera RAW).

#### **Supervisory Responsibilities**

- No supervisory responsibilities required.

#### **Mathematical Ability**

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

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

- Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate, and problem solve. Requires discretion in determining and referencing established standards to recognize interactive effects and relationships.

## Forensic Photographer

- Ability to comprehend a variety of informational documents including digital media cards, photograph orders, diagrams, reports, film, image catalogues, list of Mugshots required, list of Autopsy cases, Chain of Custody forms, equipment maintenance forms/logs, Technical & Administrative case review reports, and materials safety data sheets.
- Ability to comprehend a variety of reference books and manuals including Quality Assurance Manual, standard operating procedures, software and hardware manuals, safety manuals, Materials Safety Data sheets, Scientific Working Group on Digital Evidence (SWGDE)/Scientific Working Group Imaging Technology (SWGIT) Guidelines for Forensic Imaging Practitioner Training Manual, publications, equipment manuals, reference books, journals, and the Employee Handbook.
- Ability to prepare digital images, photographic prints, optical discs, scanned image files, incident reports, crime scene summaries, standard operating procedures, PowerPoint presentations, illustrations, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to record and deliver information, to explain procedures, to follow instructions, and to meet deadlines.
- Ability to use and interpret basic medical terminology and language.
- Ability to communicate effectively with other departmental employees, supervisor, police department personnel, attorneys, and clerical staff.

### **Environmental Adaptability**

- Work is typically performed in an office/laboratory environment.
- Work may involve exposure to strong odors, toxic agents, bodily fluids, electrical currents, and laboratory equipment/machinery. Requires periodic on-site investigations that may occur in an indoor or outside in changing locations, environments, and conditions and at all times of day and night and year. Conditions could include adverse weather or unsanitary environments and may require the use of personal protective equipment, especially in disaster situations.

*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**

<b>Class Number</b>	<b>Classification Title</b>	<b>Department</b>	<b>FLSA Status</b>	<b>Pay Grade</b>
16431	IT Infrastructure Engineer 1	Information Technology	Non-Exempt	5B

**PROPOSED REVISED CLASSIFICATION**

<b>Class Number</b>	<b>Classification Title</b>	<b>Department</b>	<b>FLSA Status</b>	<b>Pay Grade</b>
16431	IT Infrastructure Engineer 1	Information Technology	Non-Exempt	5B

<b>Requested By:</b>	Personnel Review Commission
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<b>Rationale:</b>	PRC routine maintenance. Classification last revised in 2019. Changes were made to distinguishing characteristics, job functions, and language and formatting. A technology section was added. No change to pay grade or FLSA status.
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<b>No. of Employees Affected:</b>	One (1)
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<b>Dept.(s) Affected:</b>	Information Technology
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<b>Fiscal Impact:</b>	None
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<b>Staffing Implications:</b>	None
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<b>PRC Contact(s):</b>	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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<b>Human Resources and Management Contact(s):</b>	<b><u>Date of Contact:</u></b>	<b><u>Type of Contact:</u></b>	<b><u>Reason:</u></b>
Ricky Bouyer, Manager, IT Infrastructure and Operations	9/8/2023	Email	Sent drafted specifications
Ricky Bouyer, Manager, IT Infrastructure and Operations	9/25/2023	Email	Reminder
Jeremy Mio, Information Security Officer	10/16/2023	Email	Sent reviewed draft
Jim Battigaglia, Archer Consultant	10/16/2023	Email	Pay grade evaluation

# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	IT Infrastructure Engineer 1	<b>Class Number:</b>	16431
<b>FLSA:</b>	Non-Exempt	<b>Pay Grade:</b>	5B
<b>Dept:</b>	Information Technology		

## Classification Function

The purpose of this classification is to provide IT infrastructure and operational support of IT technology as well as to assist with the receipt and inventory of County IT equipment. Incumbents in this classification are responsible for deliveries of both IT and non-IT assets.

## Distinguishing Characteristics

This is a technical entry level classification responsible for assisting with the delivery and installation of the County IT equipment at the user locations and provide junior level support of the IT technology. The employee in this class works under close supervision while gaining experience. Incumbents work under a framework of routine work methods and procedures and with increasing independence as work experience is gained.

## Essential Job Functions

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

- 55% +/- 10%
  - Provides junior level support of the IT technology such as hardware break fix; delivers, installs, and tears down IT technology including PC's, printers, and other peripheral devices; answers end user questions; manages and resolves support tickets related to both on-premises and cloud-based technologies; inputs details of the resolution or observation of the ticket; provides on-site and remote IT support for end-user devices; forwards support tickets to higher level support, if needed.
- 25% +/- 10%
  - Assists with asset lifecycle management; places and records tags onto new equipment; scans and records barcodes on equipment for inventory purposes; disposes of County PC's or other peripheral devices that are deemed nonoperational; updates IT inventory database.
- 5% +/- 2%
  - Provides Service Desk support; answers phone calls and end user questions; inputs ticket information into the support ticket system; attempts to remedy the issue and/or forwards the ticket to other IT Infrastructure Engineers.
- 15% +/- 5%
  - Performs supporting administrative responsibilities; prepares various records, reports, and documents; delivers and picks up miscellaneous non-IT items; responds to emails and phone calls; attends various trainings, conferences, and meetings.

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

- High school diploma or equivalent with one (1) year of end user IT technologies or general PC maintenance experience; or any equivalent combination of education, training, and experience.
- Valid driver's license and proof of automobile insurance.

### **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.
- Ability to crouch, crawl, bend, twist, and lift, push, and pull over 75 lbs.

#### **Technology Requirements**

- Ability to operate a variety of software including email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), word processing software (Microsoft Word), database software (Microsoft SQL), data analysis software (Power BI), and data entry software (Cherwell).

#### **Supervisory Responsibilities**

- No supervisory responsibilities required.

#### **Mathematical Ability**

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

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

- Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and problem solve. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.
- Ability to comprehend a variety of informational documents including service desk tickets, emails, packing slips, and delivery and shipping related materials.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, vendor websites, and user manuals.
- Ability to prepare self-appraisals, ticketing details, project plan updates, asset control inventory, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret IT terminology and language.
- Ability to communicate effectively with managers, IT staff, and other County staff.

IT Infrastructure Engineer 1

**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
16433	IT Infrastructure Engineer 3	Information Technology	Exempt	10B

**PROPOSED REVISED CLASSIFICATION**

Class Number	Classification Title	Department	FLSA Status	Pay Grade
16433	IT Infrastructure Engineer 3	Information Technology	Exempt	10B

<b>Requested By:</b>	Personnel Review Commission
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<b>Rationale:</b>	PRC routine maintenance. Classification last revised in 2019. Changes were made to distinguishing characteristics, job functions, and language and formatting. A technology section was added. No change to pay grade or FLSA status.
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<b>No. of Employees Affected:</b>	Twelve (12)
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<b>Dept.(s) Affected:</b>	Information Technology
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<b>Fiscal Impact:</b>	None
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<b>Staffing Implications:</b>	None
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<b>PRC Contact(s):</b>	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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<b>Human Resources and Management Contact(s):</b>	<b><u>Date of Contact:</u></b>	<b><u>Type of Contact:</u></b>	<b><u>Reason:</u></b>
Ricky Bouyer, Manager, IT Infrastructure and Operations	9/8/2023	Email	Sent drafted specifications
Lawrence Patterson, Manager, IT Infrastructure and Operations	9/8/2023	Email	Sent drafted specifications
Jeremy Mio, Information Security Officer	9/8/2023	Email	Sent drafted specifications
Ricky Bouyer, Manager, IT Infrastructure and Operations	9/28/2023	Email	Reminder
Lawrence Patterson, Manager, IT Infrastructure and Operations	9/28/2023	Email	Reminder
Jeremy Mio, Information Security Officer	9/28/2023	Email	Reminder
Jeremy Mio, Information Security Officer	10/16/2023	Email	Sent reviewed draft
Jim Battigaglia, Archer Consultant	10/16/2023	Email	Pay grade evaluation

## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	IT Infrastructure Engineer 3	<b>Class Number:</b>	16433
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	10B
<b>Dept:</b>	Information Technology		

### Classification Function

The purpose of this classification is to build, deploy, and support end user related technologies including building, configuring, diagnosing, and driving incident management internally and with vendors; as well as to assist as a project lead when requested by management.

### Distinguishing Characteristics

This is a technical journey level classification responsible for the build, deployment, and support of all end user related technology for the County as well as assisting in driving the execution of projects and tasks when assigned. The employee in this class works under general supervision and is expected to be aware of the operating policies and procedures of the work unit. Positions at this level receive instruction or assistance as unusual situations arise and are expected to exercise judgment and initiative. This classification handles the more complex support tickets related to the end user related technologies and the service tickets compared to the IT Infrastructure Engineer 1 and 2.

### Essential Job Functions

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

- 35% +/- 20%
- Builds and deploys end user related devices and software technologies including but not limited to hardware (mobile/desktop/IoT), cellular technologies, device software, credit card machines, and other Internet of Things (IoT) technologies, process workflows, and security related functions; supports device hardware cloud/hybrid management; supports end user patch and security management; provides insight into deployment process improvements; provides direct and background support of various devices; deploys computers with the appropriate software for various agencies;
- 20% +/- 15%
- Supports end user related hardware, installed software, and end user cloud services; diagnoses and drives incident management internally and with the vendors; resolves the more complex support tickets; manages and resolves support tickets; travels to various County buildings to provide onsite troubleshooting; inputs details of the resolution or observation of the ticket; administers incident related documentation; opens cases with vendors; assists and educates end users on the use and best practices of the technology; assists with the creation of trainings for end users.
- 20% +/- 10%
- Assists in the development of project and task plans; oversees the preparation and execution of plans; assists in the prioritization and execution of team member assignments.
- 5% +/- 2%
- Assists with asset lifecycle management; provides receipts and inventories County IT equipment; scans and records barcodes on equipment for inventory; assists with preparing the inventory reports; disposes technology that are deemed nonoperational.
- 5% +/- 2%

## IT Infrastructure Engineer 3

- Provides Service Desk support; answers phone calls and customer questions; inputs ticket information into the support ticket system; attempts to remedy the issue and/or forwards the ticket to the appropriate designation.  
15% +/- 5%
- Performs supporting administrative responsibilities; prepares various records, reports, and documents; delivers and picks up miscellaneous non-IT related items; completes daily work logs; responds to emails and phone calls; attends various trainings, conferences, and meetings.

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

- Bachelor's degree in information technology, computer science, or a related field with two (2) years of end user IT technologies or general PC maintenance experience; or any equivalent combination of education, training, and experience.
- Valid driver's license and proof of automobile insurance.

### **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 computers and multifunction printer.
- Ability to crouch, crawl, bend, twist, and lift, push, and pull over 75 lbs.

#### **Technology Requirements**

- Ability to operate a variety of software including email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), word processing software (Microsoft Word), database software (Microsoft SQL), data analysis software (Power BI, Tableau, etc.), and data entry and ticketing software (IT Service Management System).

#### **Supervisory Responsibilities**

- No supervisory responsibilities required.

#### **Mathematical Ability**

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

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

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing such established criteria to define consequences and develop alternatives.

## IT Infrastructure Engineer 3

- Ability to comprehend a variety of informational documents including service desk tickets, inventory maintenance, state reports of outdated hardware/software, and technical and project related documents.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, vendor websites, and user manuals.
- Ability to prepare self-appraisals, ticketing details, project plan updates, asset control inventory, daily work logs, training documents, 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 train others, and to follow instructions.
- Ability to use and interpret IT terminology and language.
- Ability to communicate effectively with managers, IT staff, vendors, and other County staff.

### **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
16434	IT Infrastructure Engineer 4	Information Technology	Exempt	12B

**PROPOSED REVISED CLASSIFICATION**

Class Number	Classification Title	Department	FLSA Status	Pay Grade
16434	IT Infrastructure Engineer 4	Information Technology	Exempt	12B

<b>Requested By:</b>	Personnel Review Commission
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<b>Rationale:</b>	PRC routine maintenance. Classification last revised in 2019. Changes were made to distinguishing characteristics, job functions, and language and formatting. A technology section was added. No change to pay grade or FLSA status.
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<b>No. of Employees Affected:</b>	Three (3)
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<b>Dept.(s) Affected:</b>	Information Technology
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<b>Fiscal Impact:</b>	None
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<b>Staffing Implications:</b>	None
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<b>PRC Contact(s):</b>	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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<b>Human Resources and Management Contact(s):</b>	<b><u>Date of Contact:</u></b>	<b><u>Type of Contact:</u></b>	<b><u>Reason:</u></b>
Keith Kozer, Manager, IT Infrastructure and Operations	9/8/2023	Email	Sent drafted specifications
Keith Kozer, Manager, IT Infrastructure and Operations	9/29/2023	Email	Follow up
Jeremy Mio, Information Security Officer	10/16/2023	Email	Sent reviewed draft
Jim Battigaglia, Archer Consultant	10/16/2023	Email	Pay grade evaluation

# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	IT Infrastructure Engineer 4	<b>Class Number:</b>	16434
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	12B
<b>Dept:</b>	Information Technology		

## Classification Function

The purpose of this classification is to build, deploy, and support the County's IT server related technologies and to resolve basic server related support tickets.

## Distinguishing Characteristics

This is a technical journey level classification responsible for the build, deployment, and support of all IT server environment related technologies as well as diagnosing and driving incident management both internally and with vendors. The employee in this class works under general supervision and is expected to become/remain aware of the operating methods, policies, and procedures of the work unit. Positions at this level receive instruction or assistance as unusual situations arise and are expected to exercise judgment and initiative.

## Essential Job Functions

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

- 75% +/- 10%

Builds, deploys, and supports all IT server environment related technologies including but not limited to hardware, software, process workflows, and security related functions; diagnoses and drives incident management internally and with vendors; upgrades systems to current releases; administers incident related documentation; assists and educates end users on the use and best practices of the technology; manages and resolves server related support tickets; inputs details of the resolution or observation of the ticket; forwards support tickets to higher level support, if needed.
- 5% +/- 2%

Assists with asset lifecycle management; provides receipts and inventories of County IT equipment; prepares inventory reporting; disposes technology that are deemed nonoperational.
- 5% +/- 2%

Provides Service Desk support; answers phone calls and customer questions; inputs ticket information into the support ticket system; attempts to remedy the issue and/or forwards the ticket to the appropriate designation.
- 15% +/- 5%

Performs supporting administrative responsibilities; prepares various records, reports, and documents; responds to emails and phone calls; attends various trainings, conferences, and meetings.

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

## IT Infrastructure Engineer 4

- Bachelor's degree in information technology, computer science, or a related field with three (3) years of end user IT technologies experience including one (1) year of server environmental IT technologies experience; or any equivalent combination of education, training, and experience.
- Valid driver's license and proof of automobile insurance.

### **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 computers and multifunction printer.
- Ability to crouch, crawl, bend, twist, and lift, push, and pull over 75 lbs.

#### **Technology Requirements**

- Ability to operate a variety of software including email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), word processing software (Microsoft Word), database software (Microsoft SQL or Access), data analysis software (Power BI), and data entry software (Cherwell).

#### **Supervisory Responsibilities**

- No supervisory responsibilities required.

#### **Mathematical Ability**

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

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

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including service desk tickets, diagnostic reports, hardware and software inventory, update reports, quotes from vendors, server backup reports, and technical and project related documents.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, vendor websites, and user manuals.
- Ability to prepare self-appraisals, ticketing details, project plan updates, project reports, asset control inventory, 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, train others, and to follow instructions.



## IT Infrastructure Engineer 4

- Ability to use and interpret IT terminology and language.
- Ability to communicate effectively with managers, IT staff, vendors, and other County staff.

### **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**

<b>Class Number</b>	<b>Classification Title</b>	<b>Department</b>	<b>FLSA Status</b>	<b>Pay Grade</b>
16435	IT Infrastructure Engineer 5	Information Technology	Exempt	13B

**PROPOSED REVISED CLASSIFICATION**

<b>Class Number</b>	<b>Classification Title</b>	<b>Department</b>	<b>FLSA Status</b>	<b>Pay Grade</b>
16435	IT Infrastructure Engineer 5	Information Technology	Exempt	13B

<b>Requested By:</b>	Personnel Review Commission
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<b>Rationale:</b>	PRC routine maintenance. Classification last revised in 2019. Changes were made to distinguishing characteristics, job functions, and language and formatting. A technology section was added. No change to pay grade or FLSA status.
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<b>No. of Employees Affected:</b>	Six (6)
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<b>Dept.(s) Affected:</b>	Information Technology
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<b>Fiscal Impact:</b>	None
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<b>Staffing Implications:</b>	None
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<b>PRC Contact(s):</b>	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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<b>Human Resources and Management Contact(s):</b>	<b><u>Date of Contact:</u></b>	<b><u>Type of Contact:</u></b>	<b><u>Reason:</u></b>
Keith Kozer, Manager, IT Infrastructure and Operations	9/8/2023	Email	Sent drafted specifications
Jason Snowbrick, Infrastructure and Operations Administrator	9/8/2023	Email	Sent drafted specifications
Ricky Bouyer, Manager, IT Infrastructure and Operations	9/8/2023	Email	Sent drafted specifications
Jeremy Mio, Information Security Officer	10/16/2023	Email	Sent reviewed draft
Jim Battigaglia, Archer Consultant	10/16/2023	Email	Pay grade evaluation

# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	IT Infrastructure Engineer 5	<b>Class Number:</b>	16435
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	13B
<b>Dept:</b>	Information Technology		

## Classification Function

The purpose of this classification is to build, deploy, and support the County's IT server related technologies and resolving more complex server related support tickets.

## Distinguishing Characteristics

This is a technical journey level classification responsible for the build, deployment, and support of all IT server environment related technologies as well as assisting in leading smaller, less complex projects. The employee in this class works under general supervision and is expected to become/remain aware of the operating methods, policies, and procedures of the work unit. Positions at this level work independently and receive instruction or assistance as unusual situations arise and are expected to exercise judgment and initiative. This classification is distinguished from the IT Infrastructure Engineer 4 in that this classification is responsible for resolving more complex server related support tickets and requires certification in a current County IT server technology.

## 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%

• Builds, deploys, and supports all IT server environment related technologies including but not limited to hardware, software, process workflows, and security related functions; diagnoses and drives incident management both internally and with vendors; upgrades systems to current releases; administers incident related documentation; assists and educates end users on the use and best practices of the technology; manages and resolves server related support tickets; inputs details of the resolution or observation of the ticket; forwards support tickets to higher level support, if needed; supports end user related technologies as needed.
- 15% +/- 5%

• Assists in the development of project and task plans; oversees the execution of plans; assists in the prioritization and execution of team member assignments.
- 10% +/- 2%

• Provides Service Desk support; answers phone calls and customer questions; inputs ticket information into the support ticket system; communicates with customers via email, phone, working sessions, or chat software; attempts to remedy the issue.
- 10% +/- 2%

• Assists with asset lifecycle management; provides receipts and inventories of County IT equipment; prepares inventory reporting; disposes of technology that are deemed nonoperational.
- 15% +/- 5%

• Performs related administrative responsibilities; prepares various records, reports, and documents; responds to emails and phone calls; attends various trainings, conferences, and meetings.

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

- Bachelor's degree in information technology, computer science or a related field with four (4) years of end user IT technologies experience including two (2) years of server environmental IT technologies experience; or any equivalent combination of education, training, and experience.
- Certification in a current County IT server technology.
- Valid driver's license and proof of automobile insurance.

### **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 computers and multifunction printer.
- Ability to crouch, crawl, bend, twist, and lift, push, and pull over 75lbs.

#### **Technology Requirements**

- Ability to operate a variety of software including email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), word processing software (Microsoft Word), database software (Microsoft SQL or Access), data analysis software (Power BI), and data entry software (Cherwell).

#### **Supervisory Responsibilities**

- No supervisory responsibilities required.

#### **Mathematical Ability**

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

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

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including outage alerts, backup summaries, purchase orders, diagnostic reports, hardware and software inventory, update reports, quotes from vendors, server backup reports, service desk tickets and technical and project related documents.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, vendor websites, and user manuals.

## IT Infrastructure Engineer 5

- Ability to prepare self-appraisals, ticketing details, project plan updates, asset control inventory, 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 train others, and to follow instructions.
- Ability to use and interpret IT terminology and language.
- Ability to communicate effectively with managers, IT staff, vendors, and other County staff.

### **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
16436	IT Infrastructure Engineer 6	Information Technology	Exempt	14B

**PROPOSED REVISED CLASSIFICATION**

Class Number	Classification Title	Department	FLSA Status	Pay Grade
16436	IT Infrastructure Engineer 6	Information Technology	Exempt	14B

<b>Requested By:</b>	Personnel Review Commission
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<b>Rationale:</b>	PRC routine maintenance. Classification last revised in 2019. Changes were made to distinguishing characteristics, job functions, and language and formatting. A technology section was added. No change to pay grade or FLSA status.
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<b>No. of Employees Affected:</b>	Six (6)
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<b>Dept.(s) Affected:</b>	Information Technology
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<b>Fiscal Impact:</b>	None
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<b>Staffing Implications:</b>	None
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<b>PRC Contact(s):</b>	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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<b>Human Resources and Management Contact(s):</b>	<b><u>Date of Contact:</u></b>	<b><u>Type of Contact:</u></b>	<b><u>Reason:</u></b>
Keith Kozer, Manager, IT Infrastructure and Operations	9/8/2023	Email	Sent drafted specifications
Jason Snowbrick, Infrastructure and Operations Administrator	9/8/2023	Email	Sent drafted specifications
Jeremy Mio, Information Security Officer	10/16/2023	Email	Sent reviewed draft
Jim Battigaglia, Archer Consultant	10/16/2023	Email	Pay grade evaluation



## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	IT Infrastructure Engineer 6	<b>Class Number:</b>	16436
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	14B
<b>Dept:</b>	Information Technology		

### Classification Function

The purpose of this classification is to build, deploy, and support of the County's IT server related technologies as well as to assist as a project lead for large, complex projects. This classification is responsible for researching technology forecasts, technology roadmaps, and/or Return on Investment for future technology and assisting management on designing the architecture of software.

### Distinguishing Characteristics

This is an advanced journey level classification responsible for the build, deployment, and support of all IT server environment related technologies as well as assisting in leading large, complex projects. The employee in this class works under direction and is expected to be fully aware of the operating methods, policies, and procedures of the work unit. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and work independently, exercising judgment and initiative. It is distinguished from the IT Infrastructure Engineer 5 in that the senior level provides higher level technical support and troubleshooting assistance as well as assists in the designing of software architecture and researching technology forecasts, technology roadmaps, and/or Return on Investment for future technology, and assists in budget management lifecycle.

### Essential Job Functions

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

55% +/- 10%

- Builds, deploys, and supports of all IT server environment related technologies including but not limited to hardware, software, process workflows, and security related functions; diagnoses and drives incident management both internally and with vendors; administers incident related documentation; assists and educates end users on the use and best practices of the technology; manages and resolves support tickets; inputs details of the resolution or observation of the ticket; monitors and evaluates the efficiency and effectiveness of service delivery methods; travels and manages equipment at a remote datacenter

10% +/- 5%

- Assists as a project lead for large, complex projects; assists in the development of project and task plans; oversees the execution of plans; manages the prioritization and execution of team member assignments.

10% +/- 5%

- Assists management with vendor contracts; assists in the development of technology forecasts; presents technology roadmaps to management; researches and provides reports or other documentation of technology, and/or Return on Investment for future technology; assists management on designing the architecture of technology; assists in budget management lifecycle; coordinates and schedules vendors for equipment repair.

## IT Infrastructure Engineer 6

5% +/- 2%

- Assists with asset lifecycle management; provides receipts and inventories of County IT equipment; prepares inventory reporting; assists with the installation and documentation of new devices; prepares software licensing reports; disposes of technology that are deemed nonoperational.

5% +/- 2%

- Provides Service Desk support; answers phone calls and customer questions; inputs ticket information into the support ticket system; communicates with customers via email, phone, working sessions, or chat software; attempts to remedy the issue.

15% +/- 5%

- Performs supporting administrative responsibilities; prepares various records, reports, and documents; responds to emails and phone calls; attends various trainings, conferences, and meetings.

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

- Bachelor's degree in information technology, computer science or a related field with five (5) years of end user and server environmental IT technologies experience including (6) months of experience serving as project lead; **or any equivalent combination of training and experience as defined below:**
- Certification in a current County IT server technology.
- Valid driver's license and proof of automobile insurance.

Highest degree of education attained	Experience required
High school diploma/GED	9 years (including 6 months project lead)
Unrelated associate degree	8 years (including 6 months project lead)
Related associate degree	7 years (including 6 months project lead)
Unrelated bachelor's degree	6 years (including 6 months project lead)
Related bachelor's degree	5 years (including 6 months project lead)
Unrelated master's/doctoral degree	4 years (including 6 months project lead)
Related master's/doctoral degree	3 years (including 6 months project lead)

*Related degree fields:* Information Systems, Computer Networking and Telecommunications, Cyber Security, Electrical Engineering, Computer Security and Information Assurance, Applied Physics

*Related work experience:* Design, maintenance, and/or installation of local and wide area networks and databases. Experience building and maintaining servers, implementation of e-mail servers/VMWare.

*Certifications:* in a current information technology field as deemed relevant by the hiring managers (e.g., Microsoft, Cisco, Solaris, Linux, VMWare, etc.)

### 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.
- Ability to crouch, crawl, bend, twist, and lift, push, and pull over 75 lbs.

### **Technology Requirements**

- Ability to operate a variety of software including email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), word processing software (Microsoft Word), database software (Microsoft SQL or Access), data analysis software (Power BI), and data entry software (Cherwell).

### **Supervisory Responsibilities**

- No supervisory responsibilities required.

### **Mathematical Ability**

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

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

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including service desk tickets and technical, requests for quote, service reports, billing invoices, diagnostic reports, hardware and software inventory, update reports, quotes from vendors, server backup reports, and project related documents.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, vendor websites, Center for Internet Security (CIS) and National Institute of Standards and Technology (NIST) benchmarks, federal, state, and local laws and regulations, and user manuals.
- Ability to prepare self-appraisals, ticketing details, project plan updates, asset control inventory, performance and trending, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to persuade and influence others, to record and deliver information, to explain procedures and train others, and to follow instructions.
- Ability to use and interpret IT terminology and language.
- Ability to communicate effectively with managers, IT staff, vendors, and other County staff.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

## IT Infrastructure Engineer 6

*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**

<b>Class Number</b>	<b>Classification Title</b>	<b>Department</b>	<b>FLSA Status</b>	<b>Pay Grade</b>
16441	Manager, IT Infrastructure and Operations	Information Technology	Exempt	16B

**PROPOSED REVISED CLASSIFICATION**

<b>Class Number</b>	<b>Classification Title</b>	<b>Department</b>	<b>FLSA Status</b>	<b>Pay Grade</b>
16441	Manager, IT Infrastructure and Operations	Information Technology	Exempt	16B

<b>Requested By:</b>	Personnel Review Commission
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<b>Rationale:</b>	PRC routine maintenance. Classification last revised in 2019. Changes were made to distinguishing characteristics, job functions, and language and formatting. A technology section was added. No change to pay grade or FLSA status.
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<b>No. of Employees Affected:</b>	Three (3)
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<b>Dept.(s) Affected:</b>	Information Technology
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<b>Fiscal Impact:</b>	None
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<b>Staffing Implications:</b>	None
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<b>PRC Contact(s):</b>	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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<b>Human Resources and Management Contact(s):</b>	<b><u>Date of Contact:</u></b>	<b><u>Type of Contact:</u></b>	<b><u>Reason:</u></b>
Alan Kilgore, Infrastructure and Operations Administrator	9/15/2023	Email	Sent drafted specifications
Jason Snowbrick, Infrastructure and Operations Administrator	9/15/2023	Email	Sent drafted specifications
Jason Snowbrick, Infrastructure and Operations Administrator	9/15/2023	Email	Answer question
Jim Battigaglia, Archer Consultant	9/20/2023	Email	Pay grade evaluation

## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Manager, IT Infrastructure and Operations	<b>Class Number:</b>	16441
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	16B
<b>Dept:</b>	Information Technology		

### Classification Function

The purpose of this classification is for establishing and maintaining a County wide information infrastructure and operations program incorporating any of the technology areas including but not limited to data center technology and operations, network and server services, telephony, service monitoring, workstation management, service desk services, print management, storage management, enterprise backup, WAN services, video services, and disaster recovery.

### Distinguishing Characteristics

This is a first-level supervisor classification responsible for managing the operations and activities of an IT Infrastructure unit. The manager will proactively work with business units to implement practices that meet defined policies and standards for infrastructure and operation services. This class works under general direction from a division administrator. The employee in this class is expected to exercise discretion in applying general goal and policy statements, in resolving organizational and service delivery problems, and in supervising assigned staff. The employee provides input into the strategic vision of the department and in fostering initiatives to utilize technology effectively to increase efficiencies and economies of scale. The primary focus of the Manager class is to manage and develop project plans, supervise employees in performance of the work of a unit, contract and budget management, and to provide responsible and complex support to the division administrator.

### 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%
  - Manages and develops project plans associated with department initiatives and daily operations; develops an effective disaster recovery strategy to align with enterprise business continuity management program goals; coordinates the development of implementation plans and procedures to ensure that business-critical services are recovered in the event of a security event.

- 20% +/- 10%
  - Supervises and directs the work of the enterprise's infrastructure and operations organization, consisting of direct and indirect reports, contractors, vendors, and other assigned staff; monitors unit work performance; directs staff to ensure work completion; plans, assigns, and reviews work; develops, executes, and monitors the team member development plans; performs annual appraisals; collaborates with team member self-appraisals; participates in goal setting activities; monitors goal progress; responds to employee questions, concerns, and problems; approves employee timesheets and leave requests; develops unit work plans and work performance standards; recommends personnel actions including selection, promotion, transfer, discipline, or discharge; conducts weekly staff meetings.

15% +/- 5%

## Manager, IT Infrastructure and Operations

- Assists the Infrastructure and Operations Administrator in the development, implementation, and monitoring of a strategic, comprehensive enterprise infrastructure and operations program to ensure the delivery of services County wide; develops and maintains vendor relationships; participates in contract life cycle management that includes monitoring consumption of resources associated with the agreement, contract renewal management, and RF(x) development and execution.

10% +/- 5%

- Assists with the development and management of the infrastructure and operation's budget and procurement; prepares invoices for reconciliation; develops justifications associated with appropriations; monitors the budget; forecasts future budget requirements.

5% +/- 2%

- Performs related administrative responsibilities; assists in the development and maintenance of policies and procedures; participates in forums, seminars, or conferences; prepares various records, reports, and documents; responds to emails and phone calls; attends various trainings, conferences, and meetings.

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

- Bachelor's degree in information technology, computer science, business management, or a related field with six (6) years of end user and server environmental IT technologies experience including one (1) year of experience serving as project lead; or any equivalent combination of education, training, and experience.
- Valid driver's license and proof of automobile insurance.

### **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 computers and multifunction printer.

#### **Technology Requirements**

- Ability to operate a variety of software including email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), word processing software (Microsoft Word), and data entry software (Cherwell, INFOR, Solarwinds, TPR)

#### **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, evaluating, or promotion of employees.



## Manager, IT Infrastructure and Operations

- 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 such objectives, functions, and requirements.
- Ability to comprehend a variety of informational documents including project related documents, service desk tickets, vendor contracts, invoices, time sheets, Cloud Utilization reports, departmental performance metric reports. Cherwell Closed Case reports, budget reports, and staff self-appraisals.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, vendor websites, Ohio Revised Code, and user manuals.
- Ability to prepare annual reviews, performance appraisals, development plans, project task lists, system documentation, project plan updates, design diagrams, asset control inventory, performance and trending, technical documents, policies and procedures, 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 IT terminology and language.
- Ability to communicate effectively with management, IT staff, vendors, and other County staff.

### **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
20031	Manager, Commercial/Industrial Appraisal	Fiscal Office	Exempt	16A

**PROPOSED REVISED CLASSIFICATION**

Class Number	Classification Title	Department	FLSA Status	Pay Grade
20031	Manager, Commercial/Industrial Appraisal	Fiscal Office	Exempt	16A

<b>Requested By:</b>	Personnel Review Commission
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<b>Rationale:</b>	PRC routine maintenance. Classification last revised in 2019. Changes were made to distinguishing characteristics, job functions, and language and formatting. A technology section was added. No change to pay grade or FLSA status.
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<b>No. of Employees Affected:</b>	One (1)
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<b>Dept.(s) Affected:</b>	Fiscal Office
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<b>Fiscal Impact:</b>	None
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<b>Staffing Implications:</b>	None
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<b>PRC Contact(s):</b>	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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<b>Human Resources and Management Contact(s):</b>	<b><u>Date of Contact:</u></b>	<b><u>Type of Contact:</u></b>	<b><u>Reason:</u></b>
Bryan Dunn, Administrator Budget Commission	8/30/2023	Email	Sent drafted specifications
Jim Battigaglia, Archer Consultant	9/14/2023	Email	Pay grade evaluation

# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Manager, Commercial/Industrial Appraisal	<b>Class Number:</b>	20031
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	16A
<b>Dept:</b>	Fiscal Office		

## Classification Function

The purpose of this classification is to oversee the work of employees in performing appraisals of commercial, industrial, exempt, land bank, and public utility parcels and to function as the County's "Qualified Project Manager" for mass appraisals per O.R.C. 5713.012.

## Distinguishing Characteristics

This is a managerial level classification with responsibility for overseeing and performing technical activities in the Real Estate Appraisal division in the Fiscal Office. This class oversees the operations and promotes the efficiencies of their assigned unit, resolves problems, exercises discretion and judgment in supervising employees, and ensures that duties are performed in a timely and accurate manner. The employee works under the general direction of the Administrator, Budget Commission but works with a high degree of independence and utilizes 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%
- Supervises and directs the work of assigned staff; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; provides training and instruction; evaluates employee performance; responds to employee questions, concerns, and problems; approves employee timesheets and leave requests; prepares and reviews documents related to payroll, timesheets, requests for leave and overtime; develops unit work plans and work performance standards; monitors and provides for training needs; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.
- 30% +/- 10%
- Performs annual maintenance; values and maintains records for all commercial/industrial properties in the County; receives and processes building permits from communities; completes property inquires, sale verifications, and razing affidavits; completes sales ratio studies when permits and sale verifications are completed; makes sure the property values are accurate and fall within state guidelines; approves final property values; examines properties to determine how they are performing in terms of sales; compares the value of the property compared to what it sold for; analyzes neighborhood rates to determine if the property values increased or decreased; compares rates of neighborhoods to each other; ensures maintenance work is on schedule.
- 25% +/- 10%
- Plans, manages, coordinates, and controls the execution of a mass appraisal project; tracks project's milestones; develops and delivers progress reports; finalizes values and submits petitions for each inquiry to the Real Property department; researches, analyzes, and values properties using industry standard financial analysis programs to support market values of income properties; checks and finalizes all part taxable/part exempt properties, as needed; tracks project milestones, develops and delivers progress reports, evaluates the outcome of the project.

## Manager, Commercial/Industrial Appraisal

5% +/- 2%

- Contacts taxpayers and schedules appointments and field checks to assist with appeals; meets with developers, bankers, school board attorneys, municipal leaders, and county administrators; surveys and analyzes property sales data, lease information, and physical characteristics; measures buildings and dwellings; reviews and finalizes all applications for valuations deduction for destroyed or injured properties.

5% +/- 2%

- Provides consultation, testimony, and value recommendations to the Cuyahoga County Prosecutor's Office, the Board of Revision, Ohio Board of Tax Appeals, Common Pleas Court, and the Ohio Supreme Court regarding all Residential properties.

5% +/- 2%

- Performs supporting administrative responsibilities; prepares various reports, records, and other documents; responds to emails and phone calls; attends various trainings and meetings; stays abreast of changes in applicable laws and regulations; directs administrative work for the inquiry department; communicates with taxpayers to provide information, answer questions, and assist with appeals; resolves questions and complaints regarding property characteristics and value.

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

- Bachelor's degree in finance, economics, or a related field with seven (7) years of experience in mass real estate appraisal, mass property valuation, or related field including one (1) year of supervisory experience in a real estate appraisal setting; or an equivalent combination of education, training, and experience.
- Valid driver's license, proof of automobile insurance, and access to a vehicle.

### **Additional Requirements**

- Must acquire Real Estate Appraiser certification and appropriate credentials per O.R.C. 5713.012 to act as a qualified project manager within 18 months of hire date.

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

#### **Physical Requirements**

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

#### **Technology Requirements**

- Ability to operate a variety of software including email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), and word processing software (Microsoft Word), desktop publishing software (Adobe InDesign), and data entry software (SIGMA).

#### **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.

## Manager, Commercial/Industrial Appraisal

- 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, subtracts, multiply, divide, calculate decimals and percentages, perform routine statistics, and apply the principles of basic algebra and basic geometry.

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

- Requires the ability to perform mid to high level data analysis requiring managing of data and people deciding the time, sequence of operations or events within the context of a process, system, or organization. Involves determining the necessity for revising goals, objectives, policies, procedures, or functions based on the analysis of data/information and includes performance reviews pertinent to objectives, functions, and requirements.
- Ability to comprehend a variety of informational documents including sales ratio report, property inquiry records, petitions, property record cards, construction cost manuals, local and national trade publications, national commercial property publications, property listings, razing affidavit, time/mileage slips, and lease data.
- Ability to comprehend a variety of reference books and manuals including Employee Handbook, Ohio Revised Code, International Association of Assessing Officers (IAAO), Ohio Administrative Code, Uniform Standards of Professional Appraisal Practice (USPAP), blueprints, plat maps tax rates, interest rates, cost/income manuals, comparable sales, and trade and property publications.
- Ability to prepare sales reports, requests for proposals, policies and procedures, property inquiry records, property analysis reports, commercial/industrial appraisal manuals, new construction permits, petitions, property record cards, razing affidavits, time/mileage sheets, valuations reports, commercial sales verification and property record cards, 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, convince and influence others, to record and deliver information, to explain procedures, to follow instructions.
- Ability to use and interpret real estate appraisal and financial analysis terminology and language.
- Ability to effectively communicate with taxpayers, State Tax Commissioner, County Prosecutor's Office, Board of Tax Appeals, Common Pleas Court, Ohio Supreme Court, building departments, Real Property Department, non-profit organizations, the Board of Revision, property owners, and property managers, and attorneys.

### **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**

<b>Class Number</b>	<b>Classification Title</b>	<b>Department</b>	<b>FLSA Status</b>	<b>Pay Grade</b>
<b>11171</b>	<b>Manager, Management Services</b>	<b>HHS</b>	<b>Exempt</b>	<b>18A</b>

**PROPOSED REVISED CLASSIFICATION**

<b>Class Number</b>	<b>Classification Title</b>	<b>Department</b>	<b>FLSA Status</b>	<b>Pay Grade</b>
<b>11171</b>	<b>Manager, Management Services</b>	<b>HHS</b>	<b>Exempt</b>	<b>18A</b>

<b>Requested By:</b>	Personnel Review Commission
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<b>Rationale:</b>	PRC routine maintenance. Classification last revised in 2019. Updates were made to the essential job functions and language and formatting. A technology requirements section was added. No change to pay grade or FLSA Status.
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<b>No. of Employees Affected:</b>	One (1)
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<b>Dept.(s) Affected:</b>	Health and Human Services
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<b>Fiscal Impact:</b>	None
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<b>Staffing Implications:</b>	None
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<b>PRC Contact(s):</b>	Verona Blonde, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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<b>Human Resources and Management Contact(s):</b>	<b><u>Date of Contact:</u></b>	<b><u>Type of Contact:</u></b>	<b><u>Reason:</u></b>
Kathy Starks - Manager, Management Services	9/8/2023	Email	Review of Class Spec Draft
David Merriman – Director, HHS	9/8/2023	Email	Review of Class Spec Draft
Jim Battigaglia – Archer Consultant	9/27/2023	Email	Request for Pay Grade evaluation



# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Manager, Management Services	<b>Class Number:</b>	11171
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	18A
<b>Departments:</b>	Health and Human Services		

## Classification Function

The purpose of this classification is to manage, plan, direct, and coordinate the accounting and reporting of the fiscal programs for the County's Department of Health and Human Services (HHS).

## Distinguishing Characteristics

This is a management level classification responsible for coordination, supervision, and control of the department's fiscal program management and reporting directly and through subordinate supervisors. This class works under limited direction, has a high level of responsibility, and requires the analysis and solution of operational, technical, administrative, and management problems related to operations and activities within the department. The employee is expected to lead in the development of objectives, priorities, and procedures and the preparation of the DHHS budget. The incumbent exercises discretion in developing policies and procedures to resolve organizational issues and to ensure that activities are completed in a timely and efficient manner.

## Essential Job Functions

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

30% +/- 10%

- Manages fiscal programs for the County HHS Department including subordinate Divisions and Initiatives; plans and directs budget, fiscal service, and general business activities of the department through multiple levels of management and supervision; oversees and monitors revenues and expenditures; directs budgetary and fiscal control activities including audit management; oversees preparation and review of all fiscal reports required by all divisions of HHS by federal, state, and other funding sources; develops, reviews, and implements policies and procedures for the department's financial operations and ensures operational compliance with applicable state/federal regulations; conducts and oversees analyses related to budget development; prepares department budget(s) in collaboration with the Director and Agency/Initiative Administrators; monitors and evaluates program and division budgets and related budget change proposals; utilizes data analyses of revenues/expenditures to assess budget performance and recommend course corrections; stays up to date on complex and interrelated funding sources and budgets; identifies opportunities to enhance revenues or reduce expenditures and makes recommendations concerning these opportunities.

25% +/- 10%

- Advises administrative officials regarding administrative, budgetary, human resource, and fiscal matters; recommends agency goals, objectives, performance measures, productivity standards, work and operational plans, and policies and procedures; works closely with the Director, Agency/Initiative management, and County Executive management staff to ensure that the department has adequate resources to provide mandated and expected levels of service; assists with management of Department human resource issues including hiring requests, ADA accommodations, employee complaints, union grievances, and other issues; represents HHS Director and Administrator at various formal/informal meetings including committee meetings.

## Manager, Management Services

20% +/- 10%

- Administers multiple social service programs including Temporary Assistance for Needy Families (TANF), Subsidized Child Care, Medicaid Non-Emergency Medical Transportation (NET) and Children with Medical Handicaps Program (CMH); manages social service delivery including eligibility determination and evaluation and review of social service delivery; develops and implements long-range goals, objectives, plans, policies, and procedures in collaboration with the Director and other Agency/Initiative management; monitors social service program compliance with local/state/federal guidelines; directs coordination of program budgets and expenditures; designs and prepares written material describing social service programs.

15% +/- 5%

- Supervises accounting, budget, clerical, and other support staff involved in fiscal operation activities; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; provides training and instruction; evaluates employee performance; responds to employee questions, concerns, and problems; approves employee timesheets and leave requests; prepares and reviews documents related to payroll, timesheets, requests for leave and overtime; develops unit work plans and work performance standards; monitors and provides for training needs; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.

10% +/- 5%

- Prepares, maintains, and oversees preparation and maintenance of records, reports, studies, and/or correspondence related to fiscal activities and operations; oversees preparation of Ohio Department of Job and Family Services (ODJFS) reports, federal reports, analytical reports of fiscal operations, statistical financial statements, cash flow projections, staffing forecasts, expenditure reports, cost allocation plans, inventory reports, federal grant budget revisions and summaries, correspondence concerning status of payments or department policy explanations, and reports regarding action to be taken to improve department fiscal operations; manages federal and state compliance audits.

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

- Bachelor's degree in accounting or related field with seven (7) years of fiscal management experience; or an equivalent combination of education, training, and experience.

### **Additional Requirements**

- No special license or certification is required.

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

#### **Physical Requirements**

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

#### **Technology Requirements**

- Ability to operate a variety of software including word processing software (Microsoft Word), spreadsheet software (Microsoft Excel), electronic mail software (Microsoft Outlook), presentation software (Microsoft PowerPoint), and database software (INFOR LAWSON, OBWP, Sherpa, OnBase, CFIS, RMS).

### **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 and advanced statistics.

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

- Ability to perform a high level of 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 fiscal reports, department statistics and reports, TANF-Prevention, Retention, and Contingency (PRC) Order Issuances, data management information system reports, human resource reports, bid specifications, childcare reports, subgrant agreements, payroll reports, employee time sheets, employee leave requests, written and electronic communications, union grievances, and other related reports and records.
- Ability to comprehend a variety of reference books and manuals including TANF PRC and Title XX plans, NET Transportation Plan, ODJFS Administrative Procedure Manual, ODJFS Fiscal Administrative Procedures Manual, CFIS/RMS Manuals, OnBase, Random Moment Sampling, the Employee Handbook, collective bargaining agreements, and County policies and procedures manuals.
- Ability to prepare TANF-PRC Plan, Title XIX Medicaid Non-Emergency Transportation Plan, Title XX Plan, organizational structure, performance measures, cash flow forecast reports, operations plans, spending plans, employee performance appraisals, correspondence, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to manage, 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 accounting, financial analysis, and business law terminology and language.
- Ability to communicate with subordinates, department directors, County Council, Chief of Staff, Chief Economic Growth and Opportunity Officer, administrators, providers, clients, union representatives, contractors, vendors, other County departments and employees, and the general public.

Manager, Management Services

**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**

<b>Class Number</b>	<b>Classification Title</b>	<b>Department</b>	<b>FLSA Status</b>	<b>Pay Grade</b>
20012	Manager, Residential/Agricultural Appraisal	Fiscal Office	Exempt	16A

**PROPOSED REVISED CLASSIFICATION**

<b>Class Number</b>	<b>Classification Title</b>	<b>Department</b>	<b>FLSA Status</b>	<b>Pay Grade</b>
20012	Manager, Residential/Agricultural Appraisal	Fiscal Office	Exempt	16A

<b>Requested By:</b>	Personnel Review Commission
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<b>Rationale:</b>	PRC routine maintenance. Classification last revised in 2019. Changes were made to distinguishing characteristics, job functions, and language and formatting. A technology section was added. No change to pay grade or FLSA status.
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<b>No. of Employees Affected:</b>	One (1)
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<b>Dept.(s) Affected:</b>	Fiscal Office
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<b>Fiscal Impact:</b>	None
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<b>Staffing Implications:</b>	None
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<b>PRC Contact(s):</b>	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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<b>Human Resources and Management Contact(s):</b>	<b><u>Date of Contact:</u></b>	<b><u>Type of Contact:</u></b>	<b><u>Reason:</u></b>
Bryan Dunn, Administrator Budget Commission	8/30/2023	Email	Sent drafted specifications
Jim Battigaglia, Archer Consultant	9/14/2023	Email	Pay grade evaluation

# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Manager, Residential/Agricultural Appraisal	<b>Class Number:</b>	20012
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	16A
<b>Dept:</b>	Fiscal Office		

## Classification Function

The purpose of this classification is to oversee the work of employees performing appraisals of residential, condominium, and agricultural property and to function as the County's "Residential Project Manager" for mass appraisals per O.R.C. 5713.012.

## Distinguishing Characteristics

This is a managerial level classification with responsibility for overseeing and performing technical activities in the Real Estate Appraisal division in the Fiscal Office. This class oversees the operations and promotes the efficiencies of their assigned unit, resolves problems, exercises discretion and judgment in supervising employees, and ensures that duties are performed in a timely and accurate manner and according to applicable procedures and regulations. The employee works under the general direction of the Administrator, Budget but works with a high degree of independence and utilizes judgment in performing work. This class is distinguished from the Residential/Agricultural Appraisal Coordinators in that the Manager oversees the work of that class and has greater responsibility in managing overall appraisal projects.

## 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%

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

30% +/- 10%

- Performs annual maintenance; values and maintains records for all residential/agricultural properties in the County; receives and processes building permits from communities; completes property inquires, sale verifications, and razing affidavits; completes sales ratio studies when permits and sale verifications are completed; makes sure the property values are accurate and fall within state guidelines; approves final property values; examines properties to determine how they are performing in terms of sales; compares the value of the property compared to what it sold for; analyzes neighborhood rates to determine if the property values increased or decreased; compares rates of neighborhoods to each other; ensures maintenance work is on schedule.

25% +/- 10%

- Plans, manages, coordinates, and controls the execution of a mass appraisal project (Sexennial Re-Appraisal and Triennial Update); tracks project milestones; develops and delivers progress reports; finalizes values and submits petitions for each inquiry to the Real Property Department;

## Manager, Residential/Agricultural Appraisal

researches, analyzes, and values properties using industry standard financial analysis programs to support market values of income properties; checks and finalizes all part taxable/part exempt properties, as needed; evaluates the project outcomes.

5% +/- 2%

- Contacts taxpayers and schedules appointments and field checks to assist with appeals; surveys and analyzes property sales data, lease information, and physical characteristics; measures buildings and dwellings; reviews and finalizes all applications for valuation deductions for destroyed or injured properties.

5% +/- 2%

- Provides consultation, testimony, and value recommendations to the Cuyahoga County Prosecutor's Office, the Board of Revision, Ohio Board of Tax Appeals, Common Pleas Court, and the Ohio Supreme Court regarding all Residential properties.

5% +/- 2%

- Performs supporting administrative responsibilities; prepares various reports, records, and other documents; responds to emails and phone calls; attends various trainings and meetings; stays abreast of changes in applicable laws and regulations; directs administrative work for the inquiry department; communicates with taxpayers to provide information, answer questions, and assist with appeals; resolves questions and complaints regarding property characteristics and value.

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

- Bachelor's degree in finance, economics, or a related field with seven (7) years of experience in mass real estate appraisal, mass property valuation, or related field including one (1) year of supervisory experience in a real estate appraisal setting; or an equivalent combination of education, training, and experience.
- Valid driver's license, proof of automobile insurance, and access to a vehicle.

### **Additional Requirements**

- State of Ohio Licensed Residential Appraiser is required.
- Must acquire Real Estate Appraiser certification and appropriate credentials per O.R.C. 5713.012 to act as a qualified project manager within 18 months of hire date.

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

#### **Physical Requirements**

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

#### **Technology Requirements**

- Ability to operate a variety of software including email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), and word processing software (Microsoft Word), desktop publishing software (Adobe InDesign), and data entry software (SIGMA).

#### **Supervisory Responsibilities**

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



## Manager, Residential/Agricultural Appraisal

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

### **Mathematical Ability**

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

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

- Requires the ability to perform mid to high level data analysis requiring managing of data and people deciding the time, sequence of operations or events within the context of a process, system, or organization. Involves determining the necessity for revising goals, objectives, policies, procedures, or functions based on the analysis of data/information and includes performance reviews pertinent to objectives, functions, and requirements.
- Ability to comprehend a variety of informational documents including sales ratio report, property inquiry records, petitions, property record cards, construction cost manuals, local and national trade publications, national commercial property publications, property listings, razing affidavit, expense reports, timesheets, annual maintenance reports, time/mileage slips, and lease data.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, Ohio Revised Code, International Association of Assessing Officers (IAAO), Ohio Administrative Code, Uniform Standards of Professional Appraisal Practice (USPAP), blueprints, plat maps tax rates, interest rates, cost/income manuals, comparable sales, and trade and property publications.
- Ability to prepare sales reports, requests for proposals, policies and procedures, property inquiry records, petitions, property record cards, production reports, appraisal project plans, residential appraisal manual, razing affidavits, time/mileage sheets, valuations reports, commercial sales verification and property record cards, 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, convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret real estate appraisal and financial analysis terminology and language.
- Ability to communicate effectively with taxpayers, State Tax Commissioner, County Prosecutor's Office, Board of Tax Appeals, Common Pleas Court, Ohio Supreme Court, building departments, Real Property Department, non-profit organizations, the Board of Revision, property owners and property managers, and attorneys.

### **Environmental Adaptability**

- Work is typically performed in an office environment or out in the field.

## Manager, Residential/Agricultural Appraisal

- Work may involve exposure to wetness/humidity, temperature/weather extremes, and animals/wildlife.

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