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

To: PRC Commissioners

From: Albert Bouchahine, Co-Director

Date: October 29, 2026

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 4, 2026, 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 Co-Director, 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**
Staff Compliance Auditor 19131	7A Non-Exempt	Personnel Review Commission

REVISED CLASSIFICATIONS ***(Revised Title)***	**CURRENT PAY GRADE & FLSA**	**RECOMMENDED PAY GRADE & FLSA**	**DEPARTMENT**
Building Inspector, 18161	10A Non-Exempt	12A Non-Exempt	Fiscal
Manager, Planning Initiatives 21081	15A Exempt	16A Exempt	Planning Commission
Section Chief, Facilities 18061	17A Exempt	17A Exempt (No Change)	Public Works
Service Desk Analyst 16011	6B Non-Exempt	6B Non-Exempt (No Change)	Information Technology
Supervisor, Case Control 13061	12A Exempt	12A Exempt (No Change)	Health and Human Services
Supervisor, Engineering Maps 18101	12A Exempt	12A Exempt (No Change)	Fiscal
Witness/Victim Program Specialist 12051	8A Exempt	9A Exempt	Public Safety and Justice Services

PROPOSED NEW CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
19131	**Staff Compliance Auditor**	**Personnel Review Commission**	**Non-Exempt**	**7A**

Requested By:	Personnel Review Commission

Rationale:	This is a new classification requested by the Personnel Review Commission based on department need. The classification reflects the essential functions and minimum qualifications of the position.

No. of Employees Affected:	None

Dept.(s) Affected:	Personnel Review Commission

Fiscal Impact:	PG 7A $53,622.40 - $75,025.60 Step Placement TBD.
Staffing Implications:	Position to be filled once classification is active.

PRC Contact(s):	Verona Blonde, Senior Classification and Compensation Specialist Albert Bouchahine, PRC Co-Director

Human Resources and Management Contact(s):	**Date of Contact:**	**Type of Contact:**	**Reason:**
Michelle Frazier - Manager, Compliance Auditing	9/18/2026	Email	Review of Final Draft
Albert Bouchahine – PRC, Co-Director	9/18/2026	Email	Copied on Communications
Jim Battigaglia, Archer Consultant	9/30/2026	Email	Pay Grade Evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Staff Compliance Auditor	**Class Number:**	19131
FLSA:	Non-Exempt	**Pay Grade:**	7A
Dept:	Personnel Review Commission		

Classification Function

The purpose of this classification is to audit Cuyahoga County's compliance with federal, state, and local laws regarding personnel matters.

Distinguishing Characteristics

This is an entry level classification with responsibility for auditing Cuyahoga County's compliance with federal, state, and local laws regarding personnel matters within the County Executive's organization and departments and on issues defined in County Charter Section 9.02 (3). This class works under general supervision from the Manager, Compliance Auditing but 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.

70% +/- 10%

- Collects and analyzes data including payroll, personnel, and other records necessary to assess the County's compliance with local, state, and federal employment laws and on issues identified in Cuyahoga County Charter Section 9.02 (3); determines what data is needed for each audit and how the data needs to be obtained; requests data from appropriate sources; conducts meetings and interviews to gain information about human resources operations, processes, and procedures; cleans and sorts data as needed; analyzes data by comparing difference sources; makes note of conflicting information/discrepancies deficiencies; writes findings and recommendations; identifies compliance issues that require follow-up or further investigation; prepares detailed reports on audit findings and presents them to the Manager, Compliance Auditing.

20% +/- 10%

- Identifies and stores proper audit evidence and work papers; correctly stores supporting audit documentation for easy reference.

10% +/- 5%

- Performs supporting administrative responsibilities; prepares various reports, records, and other documents; responds to emails and phone calls; attends various trainings and meetings; assists Manager, Compliance Auditing with drafting audit reports.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in human resources or a related field with two (2) years of human resources compliance or auditing experience; **or any equivalent combination of education, training, and experience as defined below**.

Highest degree of education attained	Experience required
High school diploma/GED	6 years
Unrelated associate degree	4 years
Related associate degree	3 years
Unrelated bachelor's degree	3 years
Related bachelor's or unrelated graduate degree	2 years
Related master's/doctoral degree	1 year

Related degree fields: business administration, public administration, mathematics, auditing, accounting, finance, social sciences, psychology.

Related work experience: human resources, auditing.

Additional Requirements

- No special license or certification is required.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

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

Technology Requirements

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

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 established criteria to define impact and develop alternatives.

- Ability to comprehend a variety of informational documents including payroll records, personnel records, termination forms and records, and other reports and records.

- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, Ohio Revised Code, local, state, and federal laws regarding County personnel matters, County Charter Section 9.02(3), and Employment Laws.

- Ability to prepare auditor workpapers and spreadsheets, reports of audit findings, 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 human resources terminology and language.

- Ability to communicate effectively with coworkers, supervisor, department management, and other County departments and employees.

Environmental Adaptability

- Work is typically performed in an office environment.

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

CURRENT CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
18161	**Building Inspector**	**Fiscal Office**	**Non-Exempt**	**10A**

PROPOSED REVISED CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
18161	**Building Inspector**	**Fiscal Office**	**Non-Exempt**	**12A**

Requested By:	Personnel Review Commission

Rationale:	Collaboration between PRC, Fiscal, Human Resources, and the Archer Company. Change was made to pay grade based on difficulty in recruiting and competitive salaries in the marketplace.

No. of Employees Affected:	None
Dept.(s) Affected:	Fiscal Office

Fiscal Impact:	None
Staffing Implications:	New position that will be filled once active in the Class Plan.
PRC Contact(s):	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, PRC Co-Director

Human Resources and Management Contact(s):	**Date of Contact:**	**Type of Contact:**	**Reason:**
Dawn Ford, Appraisal Permit Coordinator	8/26/2026	Email	Pay grade evaluation
David Molnar, Chief Building Official	9/18/2026 10/8/2026	Email Email	
Kelli Neale, Human Resources			
Jim Battigaglia, Archer Consultant	10/23/2026	Email	Pay grade evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Building Inspector	**Class Number:**	18161
FLSA:	Non-Exempt	**Pay Grade:**	12A
Dept:	Fiscal		

Classification Function

The purpose of this classification is to perform technical inspection work for residential and commercial buildings to determine compliance with codes adopted by the Ohio Board of Building Standards, local ordinances, and approved construction documents.

Distinguishing Characteristics

This is a journey level classification with the responsibility of inspecting and documenting findings of both residential and commercial buildings within a framework of defined policies, procedures, regulations, and guidelines. Employees in this classification work under general supervision from a manager level position. Incumbents are expected to exercise judgment and ensure that all activities are performed in a timely manner and according to policies, procedures, and regulations.

Essential Job Functions

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

55% +/- 10%

- Conducts on-site inspections of new and existing residential and commercial structures; determines compliance with approved construction documents and codes adopted by the Ohio Board of Building Standards; may issue failed inspection notices; follows up on failed inspections and schedules re-inspections; reviews permit applications for upcoming inspections; represents the County explaining applicable code requirements and inspection findings to contractors, property owners, and members of the public; receives and investigates complaints related to building code compliance in accordance with applicable regulations and procedures.

35% +/- 10%

- Documents inspection findings and maintains accurate and complete records in accordance with established permitting and inspection systems and procedures; identifies and documents code violations and issues correction notices, approvals, or stop-work orders in accordance with applicable codes and established procedures; updates inspection records in permitting system.

10% +/- 5%

- Performs supporting administrative responsibilities; prepares various reports, records, and other documents; responds to emails and phone calls; attends various trainings and meetings; prepares and maintains inspection reports and related correspondence to document compliance and support enforcement actions; prepares annual compliance summary reports.

Minimum Training and Experience Required to Perform Essential Job Functions

- Must have three (3) years of experience as a Level 3 Ohio Board of Building Standards building inspector, with a specialization in Building Inspector and at least one additional Level 3 specialization.

The Level 3 Ohio Building Standards requirement is generally (3) three years building department experience in a jurisdiction that enforces a model code.

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

Additional Requirements

- No special license or certification required.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

- Ability to operate a variety of office machines and equipment including computers and a multifunction printer.
- Ability to walk, balance, climb, crouch, crawl, and bend during inspections.
- Ability to lift, push, and pull up to 25 pounds.

Technology Requirements

- Ability to operate a variety of software including email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), word processing software (Microsoft Word), and various unique building inspection software.

Supervisory Ability

- No supervisory responsibilities required.

Mathematical Ability

- Ability to add, subtract, multiply, divide, calculate decimals and percentages, and utilize basic principles of algebra and geometry.

Language Ability & Interpersonal Communication

- Ability to perform mid-level data analysis including the ability to evaluate data and information referencing the evaluation to criteria standards and/or requirements associated with a particular analysis in order to define consequences.
- Ability to comprehend a variety of informational documents including permit applications, construction plans, blueprints, prior inspection records, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, Ohio Revised Code, state and local building codes, codes adopted by the Ohio Board of Building Standards, departmental policies and procedures, and applicable state and local requirements related to recordkeeping, documentation, and public records.
- Ability to prepare inspection reports, correction notices, violation letters, compliance reports, and any other job-related documents using a prescribed format and conforming to all rules of punctuation, grammar, diction, and style.

- Ability to communicate effectively with clients, to record and deliver information, to explain procedures, and to follow instructions.

- Ability to use and interpret construction, building codes and specifications, and related legal terminology and language.

- Ability to represent the County and department when interacting with contractors, developers and public; communicates with managers, supervisors, co-workers, contractors, legal staff, engineers, safety officials, and the general public.

Environmental Adaptability

- Work is typically performed in an office environment and at various field locations.

- Work at field locations may involve exposure to temperature extremes, smoke, dust, machinery, wetness/humidity, electrical currents, noise extremes, and vibrations.

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
21081	Manager, Planning Initiatives	Planning Commission	Exempt	15A

PROPOSED REVISED CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
21081	Manager, Planning Initiatives	Planning Commission	Exempt	16A

Requested By:	Personnel Review Commission

Rationale:	Update due to PRC Routine Maintenance. Last updated in 2022. Changes were made to the essential job functions and language and formatting. A technology requirements and minimum qualifications equivalency table were added. Pay grade increased from 15A to 16A. No change to FLSA status.

No. of Employees Affected:	None (0)

Dept.(s) Affected:	Planning Commission

Fiscal Impact:	PG 15A: $81,536.00 - $114,129.60 PG 16A: $88,088.00 - $123,344.00 Classification is currently vacant.

Staffing Implications:	None

PRC Contact(s):	Verona Blonde, Senior Classification and Compensation Specialist Albert Bouchahine, PRC Co-Director

Human Resources and Management Contact(s):	**Date of Contact:**	**Type of Contact:**	**Reason:**
Mary Cierebiej	6/25/2026 9/1/2026 10/29/2026	Email Email Email	Review of Class Spec Draft Confirmation of Changes Notification of Pay Grade
Jim Battigaglia, Archer Consultant	9/14/2026	Email	Request for Pay Grade Recommendation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Manager, Planning Initiatives	**Class Number:**	21081
FLSA:	Exempt	**Pay Grade:**	16A
Dept:	Planning Commission		

Classification Function

This classification is responsible for the direction and maintenance of the Planning Commission's special projects and initiatives, beyond typical planning and zoning efforts. This classification also provides supplemental material, services, and assistance to the Planning Services division.

Distinguishing Characteristics

This is a managerial-level classification responsible for the administration of grant programs affiliated with the Planning Commission and provides support to planning projects and Master Plans. This classification works under general direction from the Planning Commission Executive Director. The employee is expected to exercise discretion in applying policies and procedures to resolve organizational initiatives and grant related problems and to ensure that assigned projects and 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.

35% +/- 10%

- Directs and maintains Planning Commission special projects and initiatives; researches topics and writes guidebooks with in-house and partner support for clients and the interested public; searches for grants available to Master Plan clients and others; develops proposals and memorandums of understanding for agency clients; monitors employee progress on projects to ensure they are completed on time; looks for potential new initiatives to be undertaken by the agency; provides oversight of agency trails implementation efforts, Ohio Public Works Commission, and Natural Resources Assistance Council program administration.

25% +/- 10%

- Assists in developing guidelines and oversees the administration of various grant programs, projects and funds, which the Planning Commission administers on behalf of other agencies; produces grant activity reports; produces information regarding grants for the website; advises agency personnel and partner organizations on grants and tax incentives.

20% +/- 10%

- Represents the agency on councils, committees, and to the public; serves as a member on various councils, groups, and review committees (e.g., Cuyahoga County Tax Incentive Review Council, Community Development Block Grant committee, etc.) responds to public information requests.

15% +/- 10%

- Supervises and directs the work of assigned staff; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; coordinates and/or provides training and instruction; evaluates employee performance; responds to employee questions, concerns, and problems; approves employee timesheets and leave requests; prepares and reviews documents related to timesheets, requests for leave, and overtime; develops and monitors unit work plans and work performance standards; monitors and provides for employee training needs; meets with

employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge to the Executive Director.

5% +/- 2%

- Performs supportive administrative responsibilities; prepares resolutions, briefing memoranda, and other project-related documents and presents to the Planning Commission Board for approval; represents the County or the Planning Commission in various meetings; gives presentations representing County or the Planning Commission; provides policy guidance and answers Planning Initiatives team questions about zoning, municipal governance, and operations; performs outreach activities to local municipalities.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in finance, business administration, urban planning, or a related degree and seven (7) years of urban planning, government/municipalities legislation, or consultant work for governments/municipalities and two (2) years of supervisory experience; **or any equivalent combination of training and experience as defined below:**

Highest degree of education attained	Experience required*
High school diploma/GED	Not qualified
Unrelated associate degree	Not qualified
Related associate or unrelated bachelor's degree	11 years
Related bachelor's degree	9 years
Unrelated master's/doctoral degree	9 years
Related master's/doctoral degree	7 years

*each level of education requires 2 years of supervisory experience and cannot be substituted.

Related degree fields: city/urban/regional planning; urban design; public administration; urban planning and policy development; urban studies; transportation planning

Related work experience: urban planning, urban design, zoning, economic development, community development, landscape architecture, transportation planning/engineering.

Additional Requirements

- No special license or certification is required.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

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

Technology Requirements

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

Supervisory Responsibilities

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

Mathematical Ability

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

Language Ability & Interpersonal Communication

- Requires the ability to perform mid 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 expense reports, correspondence, reports, meeting minutes, contracts, grant applications, tax increment financing agreement history, project activity reports; website postings, and gap financing agreements.
- Ability to comprehend a variety of reference books and manuals including the Cuyahoga County Planning Commission Employee Policy and Procedures Manual, Cuyahoga County code of ethics, Ohio Revised Code, municipal charters, municipal ordinances, federal statutes, federal policy, federal reserve policy, state legislation, and federal legislation.
- Ability to prepare expense reports, grant applications, memorandums of understanding, resolutions, briefing memos, guidebooks, reports, program scoring criteria, descriptive lists of grants, performance reviews; 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 relevant government statutes, zoning, urban planning, and grant budgeting terminology and language.
- Ability to communicate with internal and external department staff, employees, external urban development departments, external urban development agencies, clients, and local governments.

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
18061	**Section Chief, Facilities**	**Public Works**	**Exempt**	**17A**

PROPOSED REVISED CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
18061	**Section Chief, Facilities**	**Public Works**	**Exempt**	**17A**

Requested By:	Personnel Review Commission

Rationale:	PRC routine maintenance. Classification last revised in 2022. Changes were made to essential functions, technology, physical requirements, and language and formatting. A minimum qualifications equivalency table was added. No change to pay grade or FLSA status.

No. of Employees Affected:	One (1)

Dept.(s) Affected:	Public Works

Fiscal Impact:	None

Staffing Implications:	None

PRC Contact(s):	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, PRC Co-Director

Human Resources and Management Contact(s):	**Date of Contact:**	**Type of Contact:**	**Reason:**
Matthew Rymer, Administrator, Maintenance	8/11/2026 8/26/2026 9/18/2026	Email Email Email	Sent drafted specifications Reminder Final Reminder
Jim Battigaglia, Archer Consultant	10/8/2026	Email	Pay grade evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Section Chief, Facilities	**Class Number:**	18061
FLSA:	Exempt	**Pay Grade:**	17A
Dept:	Public Works		

Classification Function

The purpose of this classification is to plan, organize, manage, and control the Facilities Design and Construction section in the Public Works Department. This classification is responsible for ensuring improvements to County facilities and buildings meet end user needs while adhering to sound architectural and engineering principles.

Distinguishing Characteristics

This is a senior management level classification with responsibility for planning, directing, and controlling a section of the Public Works Department, under general direction. This class requires analysis and solution of operational, technical, administrative, and management problems related to architecture, engineering, and facilities design. The incumbent collaborates with Public Works Administrators to discuss plans, programs, and objectives, and to present solutions to identified concerns. The incumbent works under general direction from the Administrator, Facilities and Design Maintenance. The incumbent exercises discretion in applying policies and procedures to resolve organizational issues and to ensure that assigned activities are completed in a timely and efficient manner.

Essential Job Functions

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

40% +/- 10%

- Plans, organizes, directs, and controls assigned functions of the facilities department in compliance with State and local laws, regulations, and architectural requirements; directs projects, programs, objectives, policies, procedures, and staffing plans in conjunction with the Department Administrators; oversees the coordination of work between internal staff and consultants toward the completion of departmental projects; approves and oversees the progress and completion of plans created by internal staff and consultants; determines project delivery schedules; develops funding strategies for projects; develops and monitors project budgets in conjunction with public works management and fiscal personnel; manages projects of high importance above 20 million dollars; prepares cost estimates for internal projects; advises the Director of Public Works on policy and project status; provides support and advice to other County employees regarding feasibility, budget, and scheduling of proposed building and facility improvements; interprets and applies codes, ordinances, and standards in regard to buildings and facilities; reviews and approves Requests for Qualifications (RFQs) and Requests for Proposals (RFPs) prepared by department personnel

25% +/- 10%

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

25% +/- 10%

- Manages the use and work of consultants and contractors; reviews projects and plans to determine need for external help; reviews and evaluates requests for proposals or qualifications submitted by contractors and consultants; negotiates and reviews contract terms, scope of service, change orders, schedules, and other documents from contractors and consultants; reviews and approves contractor applications for payments and invoices prior to submittal to the fiscal department; reviews cost estimates prepared by consultants for accuracy; observes and inspects field projects under construction; develops solutions to project problems; observes field conditions of proposed projects.

10% +/- 5%

- Performs supporting administrative responsibilities; reviews documents, drawings, specifications, correspondence, and forms prepared by staff prior to issuance or submittal; tracks procurement process for progress on authorization for capital improvement projects; drafts letters to respond to correspondence; responds to inquiries from other public agencies; serves on various committees; attends and conducts meetings.

Minimum Training and Experience Required to Perform Essential Job Functions

- A bachelor's degree in architecture, engineering, or a related field with eight (8) years of architecture or engineering project management experience, including one (1) year of related supervisory experience; **or any equivalent combination of training and experience as defined in the table below.**

Highest degree of education attained	Experience required*
HS diploma/GED	12 years
Unrelated associate degree	11 years
Related associate degree	10 years
Unrelated bachelor's degree	9 years
Related bachelor's degree	8 years
Unrelated master's degree/PHD	7 years
Related master's degree/PHD	6 years

**Each degree level requires one (1) year of supervisory experience.*

Related degree fields: construction management, civil engineering.

Related work experience: construction contracts administration, management of large-scale construction projects.

- Must possess a professional architect or professional engineer (PE) license.

Additional Requirements

- Must possess and maintain a professional architect or Professional Engineer (PE) license with the State of Ohio within six (6) months of hire.

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 use various design and construction tools such as tape measure, ladder, binding machine, utility knife, stencils, measuring scales, and flashlight.

Technology Requirements

- Ability to use a variety of software including computer aided design software (AutoCAD), email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), word processing software (Microsoft Word) and pdf editing software (Bluebeam Revu).

Supervisory Responsibilities

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

- Ability to provide instruction to other employees and to act on employee problems.

- Ability to prepare employee performance evaluations.

- Ability to recommend the discipline or discharge of employees.

- Ability to recommend the transfer, promotion or salary increase of other employees.

Mathematical Ability

- Ability to add, subtract, multiply, divide, calculate decimals and percentages, and perform routine and advanced statistical analysis, geometry, algebra, and calculus.

Language Ability & Interpersonal Communication

- Ability to perform mid-to-high level data analysis requiring managing of data and people deciding the time, sequence of operations or events within the context of a process, system or organization. Involves determining the necessity for revising goals, objectives, policies, procedures or functions based on the analysis of data/information and includes performance reviews pertinent to such objectives, functions, and requirements.

- Ability to comprehend a variety of informational documents including project plans, contracts, change orders, construction financial documents, requests for proposals/qualifications, environmental or material testing reports, constructions bids, certificates of insurance, building permits, applications for payments, warranty certificates, cost estimates, property leases, project work schedules, timesheets, leave requests, various functional reports, various spreadsheets, correspondence legislative agreements, and other reports and records.

- Ability to comprehend a variety of reference books and manuals including architectural design manuals, departmental policy manual, the Employee Handbook, various state and federal building and construction codes, product and material codes, reference manuals, Ohio Revised Code, contracts, and codes.

- Ability to prepare memos, performance appraisals, correspondence, agreements, contracts, construction documents, cost estimates, requests for proposal/qualifications, project/construction schedules, change orders, protocols and procedures, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.

- Ability to counsel and advise administrators, 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 architectural, legal, construction, and accounting terminology and language.

- Ability to communicate with staff, section chiefs, consultants, vendors, departmental employees, the public, and county administrators.

Environmental Adaptability

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

- Work may involve exposure to strong odors, smoke, dust, pollen, wetness/humidity, electrical currents, bright/dim lights, noise extremes, vibrations, and machinery.

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
16011	**Service Desk Analyst**	**Information Technology**	**Non-Exempt**	**6B**

PROPOSED REVISED CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
16011	**Service Desk Analyst**	**Information Technology**	**Non-Exempt**	**6B**

Requested By:	Personnel Review Commission

Rationale:	PRC routine maintenance. Classification last revised in 2022. Changes were made to essential functions, technology requirements, and language and formatting. No change to pay grade or FLSA status.

No. of Employees Affected:	Four (4)

Dept.(s) Affected:	Information Technology

Fiscal Impact:	None

Staffing Implications:	None

PRC Contact(s):	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, PRC Co-Director

Human Resources and Management Contact(s):	**Date of Contact:**	**Type of Contact:**	**Reason:**
Krishawn Baker-Durham, Manager, Technical Services	8/11/2026 9/15/2026	Email Email	Sent drafted specifications Follow up
Jim Battigaglia, Archer Consultant	10/1/2026	Email	Pay grade evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Service Desk Analyst	**Class Number:**	16011
FLSA:	Non-Exempt	**Pay Grade:**	6B
Dept:	Information Technology		

Classification Function

The purpose of the classification is to provide assistance to County end users who have issues or questions regarding hardware, software, or applications supported by the County Department of Information Technology (IT).

Distinguishing Characteristics

This is a technical, entry level classification. Employees initially receive specific direction from management progressing to general direction with instruction or assistance as new or unusual situations arise. Incumbents are expected to become/remain up-to-date regarding methods, protocols, procedures, and applicable regulations.

Essential Job Functions

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

80% +/- 10%

- Answers telephone calls or emails from County employees for assistance with technical problems or a service request with hardware, software, applications, telephones, or equipment supported by the Department of IT; performs minor troubleshooting (e.g., password resets, email access, software access, etc.); creates service tickets for issues not able to be resolved during the initial contact with the Service Desk, and assigns ticket to appropriate team; creates and distributes email notifications to County employees impacted by IT issues; handles printer requests and service calls; remotes in to users' desktops to correct issues and/or help users set up accounts or software; performs administrative tasks within the Halo ITSM platform including managing user accounts, workflows, and processes to reflect current IT policies; informs management when a major/ problem incident occurs, such as a countywide email outage;ensures that appropriate documentation is completed; creates, disables, and re-enables user, email, VPN, and ERP accounts; grants users access to network drives, printers, VPN, and Wi-Fi.

20% +/- 10%

- Performs supporting administrative responsibilities; prepares various reports, records, and other documents; responds to emails and phone calls; attends various trainings and meetings; develops training materials; maintains filing system according to department procedures; manages inventory requests and records; creates identification tags and places tags on County equipment for tracking purposes; contacts vendors regarding equipment warranties for replacement parts or service; replaces paper and toner in printer.

Minimum Training and Experience Required to Perform Essential Job Functions

- Associate degree in computer science or a related field and six (6) months of experience that includes troubleshooting and resolving computer problems; **or any equivalent combination of training and experience as defined below:**

Highest degree of education attained	Experience required
High school diploma/GED	2 years
Any associate degree or above	6 months

Related degree fields: any degree field

Related work experience: any IT 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 Requirement

- Ability to operate a variety of software including email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), word processing software (Microsoft Word), enterprise resource planning system (INFOR), softphone system (Cisco Jabber), and access management (Microsoft Entra, Microsoft 365).

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 diagnose. 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 emails, incident and problem records, training requests, vendor service reports, calendars, webpages, network diagrams, system-monitoring reports, ITSM reports, ticketing system reports, customer feedback forms, and other documentation.

- Ability to comprehend a variety of reference books and manuals including technical reference manuals, informational documents, business and information technology procedures, computer software manuals, and the Employee Handbook.

- Ability to prepare training manuals, procedures, solutions, status reports, documentation related to incidents and solutions, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.

- Requires the ability to convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret computer terminology and language.
- Ability to communicate with client users, co-workers, supervisor, and other County employees.

Environmental Adaptability

- Work is typically performed in an office environment.

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

CURRENT CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
13061	**Supervisor, Case Control**	**Health and Human Services**	**Exempt**	**12A**

PROPOSED REVISED CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
13061	**Supervisor, Case Control**	**Health and Human Services**	**Exempt**	**12A**

Requested By:	Personnel Review Commission

Rationale:	Update as part of PRC Routine Maintenance. Last updated in 2021. Changes were made to the essential job functions and language and formatting. A minimum qualifications equivalency table was added. No change to pay grade or FLSA status.

No. of Employees Affected:	One (1)

Dept.(s) Affected:	Health and Human Services

Fiscal Impact:	None

Staffing Implications:	None

PRC Contact(s):	Verona Blonde, Senior Classification and Compensation Specialist Albert Bouchahine, PRC Co-Director

Human Resources and Management Contact(s):	**Date of Contact:**	**Type of Contact:**	**Reason:**
Megan Lewis – Senior Supervisor, Investigations Amanda Jones – Manager, Investigations	9/9/2026 9/24/2026 10/7/2026 10/29/2026	Email Email Email Email	Review of Class Spec Draft Information regarding min quals Confirmation of Changes Notification of Pay Grade Evaluation
Kelli Neale (PO4) and John Kennick (Senior Manager, Compensation & HRIS), HR	10/28/2026	Email	Notification of Pay Grade Evaluation
Jim Battigaglia, Archer Consultant	10/13/2026	Email	Request for Pay Grade Recommendation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Supervisor, Case Control	**Class Number:**	13061
FLSA:	Exempt	**Pay Grade:**	12A
Dept:	Health and Human Services		

Classification Function

The purpose of this classification is to supervise a unit of Case Control Reviewers and review decisions and information related to the determination of public assistance benefits.

Distinguishing Characteristics

This is a supervisory classification with responsibility for supervising a unit of Case Control Reviewers conducting quality assurance reviews of income maintenance cases to reduce the error rate of County public assistance programs including managing the employee confidential caseload. Employees in this classification carry out necessary activities without direction except as new or unusual circumstances arise. Incumbents in this classification exercise discretion in following and ensuring adherence to protocol, procedures, laws, and regulations in the performance of duties.

Essential Job Functions

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

45% +/- 10%

- Oversees quality assurance reviews of cases receiving public assistance; conducts quality reviews of Case Control Reviewers and confidential caseload unit's work in the data management system; completes case control review form in data management system to see if the eligibility determination matches the Case Control Reviewers' findings; identifies errors and notifies Case Control Reviewers for correction; oversees eligibility determinations for accuracy; monitors the error rate of assistance programs; monitors unit productivity reports in data management system; issues an investigation referral if an overpayment of benefits is found; approves a supplement if an underpayment of benefits is found; communicates and coordinates with State Quality Control Teams to address non-compliance records, assist with unresponsive clients, and meet the quality control requirements; responds to State Quality Control Teams regarding corrected case errors; coordinates case corrections for the annual Management Evaluation Review and other audits; makes accurate corrections; checks for items that were flagged as errors but are correct; develops and recommends operational processes and procedures for quality assurance reviews.

20% +/- 10%

- Oversees the employee confidential caseload process; assists with completing eligibility determinations for children receiving Title IV-E benefits; completes eligibility determinations for publicly funded benefit programs for agency employees.

20% +/- 10%

- Supervises and directs the work of Case Control Reviewers and other assigned staff; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; coordinates and/or provides training and instruction; evaluates employee performance; responds to employee questions, concerns, and problems; approves employee timesheets and leave requests; prepares and reviews documents related to timesheets, requests for leave, and overtime; develops

and monitors unit work plans and work performance standards; monitors and provides for employee training needs; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.

10% +/- 5%

- Prepares various reports for audits and departmental statistics; pulls all relevant information needed for reports and audits; analyzes data for trends, patterns, and performance issues; responds to local and state audit requests by assigning the compilation of needed information to the Case Control Reviewers; compiles all the audit information submitted by the Case Control Reviewers into a report and submits it to the Deputy Administrator; utilizes productivity report information to report on department productivity and areas for improvement; makes recommendations for corrective actions with workflow processes.

5% +/- 2%

- Participates in development and delivery of training to increase department performance; works in coordination with training department to provide statistics that can be used to target certain training areas for new hires and retraining for current employees; conducts monthly trainings for employees on software use; utilizes productivity reports to improve training development and delivery; attends monthly trainings to keep up to date on state policies; disseminates new information and policy changes learned at monthly trainings to JFS employees.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in sociology or a related field with five (5) years of benefits program eligibility or quality assurance experience including three (3) years of related supervisory experience; **or any equivalent combination of training and experience as defined below:**

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

**Each level of education requires 3 years of supervisory experience that cannot be substituted.*

Related degree fields: sociology, psychology, business administration, social work, social services, human services, public/nonprofit administration, accounting, education.

Related work experience: no related work experience.

Additional Requirements

- No special license or certification is required.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

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

Technology Requirements

- Ability to operate a variety of software and databases including word processing software (Microsoft Word), spreadsheet software (Microsoft Excel), electronic mail software (Microsoft Outlook), data management systems (Case Assignment and Tracking System, Ohio Benefits Worker Portal, Support Enforcement Tracking System, Child Care Information Data System, Provider Network Management), 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.
- 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 statistical calculations.

Language Ability & Interpersonal Communication

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing established criteria to define impact and develop alternatives.
- Ability to comprehend a variety of informational documents including data management system dashboards and reports, various audit reports, audit requests, audit results, training materials, management and evaluation reviews, corrective action plans, time limit reports, time sheets, leave requests, quality assurance reports, performance evaluations, correspondence, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Cuyahoga County Employee Handbook, Policy Manuals for State and Federal Public Assistance Programs, Ohio Revised Code, Ohio Administrative Code, Prevention Retention and Contingency Program Manual, and ODFJS Manuals.
- Ability to prepare performance measures reports, training materials, employee performance appraisals, quality assurance reports, policy and procedure reports, statistical reports, monthly

reports, caseload inventory reports, travel logs, correspondence, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.

- Ability to supervise and counsel employees, to convince and influence others, to record and deliver information, to explain procedures, to maintain confidentiality of restricted information and to follow instructions.

- Ability to use and interpret public assistance and related legal terminology and language.

- Ability to communicate effectively with supervisors, employees, co-workers, clients, clients' families, and other County employees.

Environmental Adaptability

- Work is typically performed in an office environment.

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

CURRENT CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
18101	**Supervisor, Engineering Maps**	**Fiscal Office**	**Exempt**	**12A**

PROPOSED REVISED CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
18101	**Supervisor, Engineering Maps**	**Fiscal Office**	**Exempt**	**12A**

Requested By:	Personnel Review Commission

Rationale:	PRC routine maintenance. Classification last revised in 2022. Changes were made to essential functions, technology, and language and formatting. A minimum qualifications equivalency table was added. No change to pay grade or FLSA status.

No. of Employees Affected:	One (1)

Dept.(s) Affected:	Fiscal Office

Fiscal Impact:	None

Staffing Implications:	None

PRC Contact(s):	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, PRC Co-Director

Human Resources and Management Contact(s):	**Date of Contact:**	**Type of Contact:**	**Reason:**
Brian O'Malley Administrator, Real Estate Services	8/26/2026 9/18/2026 10/8/2026	Email Email Email	Sent drafted specifications Reminder Final Reminder
Jim Battigaglia, Archer Consultant	10/16/2026	Email	Pay grade evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Supervisor, Engineering Maps	**Class Number:**	18101
FLSA:	Exempt	**Pay Grade:**	12A
Dept:	Fiscal Office		

Classification Function

The purpose of this classification is to plan, coordinate, schedule, and supervise the Tax Map Unit and maintain information for the Geographical Information System.

Distinguishing Characteristics

This is the first-line supervisory level classification, working under direction of management within the Fiscal Office. The employee works within a framework of policies, procedures, and regulations. The incumbent ensures that the unit's activities are performed in a timely manner and according 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.

30% +/- 10%

- Approves all survey plats, condominium plats, lot splits, consolidation plats, and new legal descriptions for property within the County; maintains the property tax maps for the County; maintains the property information for the GIS.

20% +/- 10%

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

15% +/- 5%

- Reviews, revises, and corrects mistakes or errors in the tax maps; coordinates with the GIS department to have the corrections shared with the general public.

15% +/- 5%

- Assists the Fiscal Office in interpreting legal descriptions; assists the Prosecutor's Office in interpreting legal descriptions on foreclosed property; provides the Prosecutors Office with 1,000-foot radius maps; assists industry professionals with solving inquires pertaining to County maps and records of parcel.

10% +/- 5%

- Assists the public with filing of plats and deeds in person and over the phone.

10% +/- 5%

- Updates and maintains all property lines within the County on the official County Tax Maps; coordinates with the GIS department on accurate and timely revisions for the online GIS platform

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in civil engineering or surveying with five (5) years of land surveying experience; **or any equivalent combination of training and experience as defined in the table below**.

Highest degree of education attained	Experience required
HS diploma/GED	9 years
Unrelated associate degree	8 years
Related associate degree	7 years
Unrelated bachelor's degree	6 years
Related bachelor's degree	5 years
Unrelated master's degree/PHD	4 years
Related master's degree/PHD	3 years

Related degree fields: geomatics, geography.

Related work experience: tax maps, AutoCAD, GIS software.

Additional Requirements

- No special license or certifications required.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

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

Technology Requirements

- Ability to operate a variety of software and databases including three-dimensional computer aided design software (MicroStation), enterprise content management software (OnBase), GIS software (ESRI), mapping software (Bluebeam, AutoCAD), spreadsheet software (Microsoft Excel), and word processing software (Microsoft Word).

Supervisory Responsibilities

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

Mathematical Ability

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

Language Ability & Interpersonal Communication

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

- Ability to comprehend a variety of informational documents including plats for recording, legal descriptions, employee timesheets, letters, survey plats, requests for parcel creation/retirement, records retention forms, and records disposition forms.

- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, computer software manuals, Ohio surveying laws, land surveyor reference manual, Ohio land subdivisions, conveyance standards, Ohio Revised Code 4733, and other related documents.

- Ability to prepare plat review forms, volume and page charts, official CAD based tax maps, County public GIS parcel fabric, pre-approved deeds/descriptions, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.

- Ability to use and interpret engineering and legal terminology and language.

- Ability to communicate with co-workers, supervisor, title companies, land surveyors, other County employees, and the general public.

Environmental Adaptability

- Work is typically performed in an office environment.

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

CURRENT CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
12051	**Witness/Victim Program Specialist**	**Public Safety and Justice Services**	**Exempt**	**8A**

PROPOSED REVISED CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
12051	**Witness/Victim Program Specialist**	**Public Safety and Justice Services**	**Exempt**	**9A**

Requested By:	Personnel Review Commission

Rationale:	PRC routine maintenance. Classification last revised in 2021. Changes were made to essential functions, and language and formatting. The pay grade has increased from PG 8A to PG 9A. No change to FLSA status

No. of Employees Affected:	One (1)

Dept.(s) Affected:	Public Safety and Justice Services

Fiscal Impact:	PG 8A: $56,888.00 - $79,622.40 PG 9A: $ 60,174.40 - $84,198.40 Current incumbents fall within range of new pay grade. Step Placement TBD by Human Resources

Staffing Implications:	None

PRC Contact(s):	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, PRC Co-Director

Human Resources and Management Contact(s):	**Date of Contact:**	**Type of Contact:**	**Reason:**
Alexandria Lueth, Supervisor, Justice System Advocate	8/31/2026 9/18/2026	Email Email	Sent drafted specifications Reminder
Jim Battigaglia, Archer Consultant	10/8/2026	Email	Pay grade evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Witness/Victim Program Specialist	**Class Number:**	12051
FLSA:	Exempt	**Pay Grade:**	9A
Dept:	Public Safety and Justice Services		

Classification Function

The purpose of this classification is to develop and implement programs related to violence, victimization, and trauma.

Distinguishing Characteristics

This is a journey level classification with responsibility for developing and implementing programs related to violence, victimization, and trauma, including coordination of data collection and evaluation activities. Incumbents in this class work under general guidance and supervision of the Manager, Witness Victim Services, or designee, but are expected to exercise judgment in performing work and ensure that assigned activities are planned and completed in a timely and efficient manner.

Essential Job Functions

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

60%+/- 10%

- Develops and implements programs related to violence, victim support, and trauma-informed care, including coordination of data collection and evaluation activities; exchanges information, coordinates activities, and resolves issues in regard to the program; manages data collection and ongoing program evaluation to identify and address program needs and deficiencies; plans and coordinates direct service activities; develops recommendations and implements policies and procedures; monitors and evaluates programmatic and fiscal activities through site visits, meetings, data, and written and verbal communication; staffs and supports an advisory board responsible for disbursing funds to an opioid settlement such as preparing materials, facilitating meetings, and ensuring compliance with funding requirements.

20% +/- 10%

- Performs community outreach duties and engagement; attends various meetings, conferences, and trainings; coordinates and facilitates various meetings with stakeholders and committees for information sharing and program advocacy; conducts and coordinates trainings to various agencies participating in program services; provides technical assistance to agencies participating in program; conducts presentations at various workshops, conferences, and with community groups and individuals about program services; prepares and presents report findings to community groups, stakeholders, and funding grantors; serves as program representative at conferences, workshops, and community forums.

10% +/- 5%

- Provides direct service to victims of domestic violence related crimes; assists clients with protection orders; attends court proceedings; advocates on behalf of victims; delivers crisis intervention and case management support.

10% +/- 5%

- Performs supporting administrative responsibilities; prepares and writes proposals soliciting program services and support; reviews and makes recommendations of prospective vendors submitting proposals for services facilitates monthly High Risk Team meetings; coordinates with local law enforcement.

Minimum Training and Experience Required to Perform Essential Job Functions

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

Highest degree of education attained	Experience required
High school diploma/GED	7 years
Unrelated associate degree	5 years
Related associate or unrelated bachelor's degree	4 years
Related bachelor's or unrelated graduate degree	3 years
Related master's/doctoral degree	1 year

Related degree fields: social work, psychology, sociology, criminology, anthropology, family studies/science, human studies, counseling, business analytics, statistics, mathematics, public health.

Related work experience: victim services, social work, trauma-informed training, first response, humanities research, human services grant data management, or human services program management. Internships or volunteer work with victim services is considered eligible.

Additional Requirements

- No special license or certification is required.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

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

Technology Requirements

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

Mathematical Ability

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

Language Ability & Interpersonal Communication

- Ability to perform mid-level data analysis including the ability to review, classify, categorize, prioritize and/or reference data, case information, 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 and/or prepare a variety of informational documents including invoices, program operations reports, case management reports, referral and counseling session numbers, outcome of treatment services, surveys, police reports, grant applications, and other reports and records.

- Ability to comprehend a variety of reference books and manuals including the Cuyahoga County Employee Handbook, Marsy's Law, the Danger Assessment (DA), the Domestic Violence High Risk Team Model (DVHRT), psychological screening tools, and danger assessments.

- Ability to prepare Medicaid Invoice Summary, billing invoices, program operation reports, outcome of treatment services outcome reports, U.S. DOJ Semi-Annual Report, Victim of Crime Surveys, client records, 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 legal, counseling, and basic accounting terminology and language.

- Ability to communicate with program committee members, stakeholders, managers, supervisors, and other County employees.

Environmental Adaptability

- Work is typically performed in an office environment.

- Work may expose employee to secondary trauma through information received about clients' personal experiences with violence.

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.