



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

To: PRC Commissioners

From: Rebecca Kopcienski, Director

Date: October 31, 2024

Re: Classification Plan Administration

I am requesting the following modifications to the Cuyahoga County Non-Bargaining Classification Plan be considered by the Personnel Review Commission at the November 6, 2024, Commission meeting. Routine maintenance and changes in departments' operational needs necessitate classifications be created, revised, and deleted. These changes have been prepared by the PRC Class and Comp staff and reviewed by the PRC's Manager of Classification and Compensation, who has worked extensively with the Department of Human Resources and County's management teams to ensure they are fully informed of these proposed changes.

Below are the recommended changes.

NEW CLASSIFICATION	PAY GRADE and FLSA STATUS	DEPARTMENT
Customer Relations Ombudsman 13331	15A Exempt	Health and Human Services
Manager, Special Projects and Business 11221	16A Exempt	Fiscal Office

PROPOSED NEW CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
13331	Customer Relations Ombudsman	Health and Human Services	Exempt	15A

Requested By:	Personnel Review Commission
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Rationale:	This is a new classification requested by Human Resources based on a position audit. The classification reflects the essential functions and minimum qualifications of the position.
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No. of Employees Affected:	One (1)
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Dept.(s) Affected:	Health and Human Services
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Fiscal Impact:	PG 15A: \$78,374.40 - \$109,699.20 Step Placement TBD by Human Resources
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Staffing Implications:	Employee will be transferred once classification is active.
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PRC Contact(s):	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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Human Resources and Management Contact(s):	<u>Date of Contact:</u>	<u>Type of Contact:</u>	<u>Reason:</u>
Kelli Neale, Program Officer 4	5/31/2024	Email	Sent drafted specification
John Kennick, Compensation Analyst	6/24/2024	Email	Informed about pay grade
Jim Battigaglia, Archer Consultant	6/10/2024	Email	Pay Grade Evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Customer Relations Ombudsman	Class Number:	13331
FLSA:	Exempt	Pay Grade:	15A
Dept:	Health and Human Services		

Classification Function

The purpose of this classification is to serve as an ombudsperson in the Customer Relations/Customer Care division of Health and Human Services (HHS).

Distinguishing Characteristics

This is a supervisory level classification that is responsible for receiving, reviewing, responding, and resolving issues related to service delivery across multiple HHS departments. This position is part of a unit that serves as a general HHS information center for residents of Cuyahoga County. This position works under direction from a manager level position but is expected to work independently and use judgment in application of policies and procedures. The incumbent ensures 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.

- 30% +/- 10%
 - Supervises and directs the work of Program Officers, Clerical Specialists, Administrative Officers, 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%
 - Acts as a liaison between Legal Aid, County Executive's Office, State, Governor's Office, and Senator's Office with written communication to customers; discusses CFS confidential cases in order for a legal opinion to be drafted by the legal department; assists the legal department with issues concerning Department of Child and Family Services Cases (DCFS).
- 15% +/- 5%
 - Serves as Electronic Payment Processing Information (EPPI) coordinator which includes EBT (Electronic Benefits Transfers) and the EPC (Electronic Payment Card) for the County; resolves customer account issues with the State of Ohio; handles County EPPI Card (Cash/SNAP) benefits.
- 15% +/- 5%
 - Serves as Civil Rights Coordinator; works with the State Bureau to research Civil Rights complaints; utilizes various tracking systems to research case information; works with law enforcement on investigations.

10% +/- 5%

- Works with other departments to assist with improving their processes; implements changes to department procedures based on state mandated policies; gathers data on unit performance; generates reports based on data; looks at trends in data to determine how to improve services.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor’s degree in administration, management, or related field with five (5) years of experience working in HHS with experience in benefits, social work, child support, or aging; or an equivalent combination of education, training, and experience.

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

Additional Requirements

- No special license or certification is required.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

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

Technology Requirements

- Ability to operate a variety of software including word processing software (Microsoft Word), spreadsheet software (Microsoft Excel), electronic mail software (Microsoft Outlook), publishing software (Microsoft Publisher), and database software (Sequel Server Reporting System, Statewide Automated Child Welfare Information System, Support Enforcement Tracking System, OBWP, Cisco, Finesse, Matrix Civil, Customer Relations Management System).

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.

Customer Relations Ombudsman

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 time sheets, resumes, applications, training materials, Legal Aid Requests, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, Ohio Revised Code (ORC), and the Ohio Administrative Code (OAC).
- Ability to prepare monthly Customer Relations Management reports (CRMS), monthly call center reports, monthly Food Nutrition Supplement reports (FNS), monthly EPPIC reports, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to convince and influence others, to supervise and counsel employees, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret social benefits and basic related legal terminology and language.
- Ability to communicate with leaderships, vendors, state representatives, community partners, law enforcement, 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.

PROPOSED NEW CLASSIFICATION

Class Number	Classification Title	Department	FLSA Status	Pay Grade
11221	Manager, Special Projects and Business	Fiscal Office	Exempt	16A

Requested By:	Personnel Review Commission
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Rationale:	This is a new classification derived from a position that is currently unclassified but determined to be in the classified service through an analysis and recommendation of the PRC. The classification reflects the essential functions and minimum qualifications of the position.
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No. of Employees Affected:	One (1)
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Dept.(s) Affected:	Fiscal Office
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Fiscal Impact:	PG 16A: \$84,676.80 - \$118,560.00 Step Placement TBD by Human Resources
Staffing Implications:	Employees will be reassigned by HR once the new classification is active in the Class Plan.

PRC Contact(s):	Alexandra Prange, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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Human Resources and Management Contact(s):	<u>Date of Contact:</u>	<u>Type of Contact:</u>	<u>Reason:</u>
Leigh Tucker, Assistant Fiscal Officer	7/2/2024	Email	Sent drafted specification Set equivalencies
	7/9/2024	Email	
Jim Battigaglia	7/10/2024	Email	Pay grade evaluation

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Manager, Special Projects and Business	Class Number:	11221
FLSA:	Exempt	Pay Grade:	16A
Dept:	Fiscal Office		

Classification Function

The purpose of this classification is to plan and direct short- and long -term special projects and business operations for the Fiscal Office.

Distinguishing Characteristics

This is a management-level classification with responsibility for performing technical activities in the Accounting Division of the Fiscal Office. This class works under the direction of the Assistant Fiscal Officer and is responsible for managing and implementing complex projects that further the County's mission and values. The employee works within a framework of established regulations, policies, and procedures and is expected to use judgment in performing work.

Essential Job Functions

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

35% +/- 10%

- Plans and directs short- and long -term special projects and business operations for the Fiscal Office in accordance with the County's overall mission; establishes quantifiable goals and creates paths towards achieving these goals; manages focused studies or projects through research, analysis, design, and implementation phases; leads team of employees through project; sets and maintains project schedule; forecasts project resource requirements, assign project tasks to team members and follow up on task completion; identifies and engages stakeholders to deliver a high level of service that achieves results in alignment with organizational objectives; works closely with all Fiscal Department leaders to review and refine the department's organizational structure to ensure alignment with service delivery and desired outcomes; leads business office activities; advises executive leadership team in all areas of financial management and financial reporting; delivers administrative, accounting, and budgeting services, as needed while developing and managing the budget and other financial measures of the Fiscal Office departments.

30% +/- 10%

- Directs the cash activities, accounting, and budget services for the Fiscal Office; oversees banking information, financial reports, cash postings, and revenue transactions; examines and corrects any cash transaction overages; manages various banking relationships and verification of cash balances; oversees the reconciliation of all bank accounts and cash activity; oversees preparation of bank confirmations for internal and external auditors; coordinates with the County Treasurer's Office to analyze financial and investment reports for the purpose of summarizing daily, monthly, quarterly, and annual cash flow and accounts statements as needed for year-end reporting; directs and oversees the flow of information/data from the various financial institutions banking systems to the County financial system; collaborates and act as liaison with OBM staff in the review, reconciliation, and monitoring of debt.

20% +/- 10%

- Focuses on continuous improvement by developing and implementing new policies, procedures and best practices; performs background research, tracks trends, and analyzes complex data;

Effective Date: TBD
Last Modified: TBD

Manager, Special Projects and Business

researches, analyzes, and evaluates existing operations, processes, policies, and/or procedures to identify areas for improvement or enhancement; conducts program need analysis; compiles result data and identifies areas of program deficiencies.

15% +/- 5%

- 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.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in business, accounting, financial management, or a related field with seven (7) years previous experience in accounting, financial management, or a related field, and three (3) years of management experience **or any equivalent combination of training and experience as defined below:**

Highest degree of education attained	Experience required	Management Experience Required
Unrelated associate degree	11 years	3 years
Related associate degree	11 years	3 years
Unrelated bachelor's degree	9 years	3 years
Related bachelor's degree	7 years	3 years
Unrelated master's/doctoral degree	7 years	3 years
Related master's/doctoral degree	7 years	3 years

Related degree fields: finance, business administration

Related work experience: preparing company-wide financial reports, auditing, and/or GAAP research

- Must be a Certified Public Accountant (CPA).

Additional Requirements

- No certificates or licenses 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.

Supervisory Responsibilities

Manager, Special Projects and Business

- 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 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 county workpapers, budgets, grant reports, financial statements, responses to County correspondence, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Ohio Revised Code, the Employee Handbook, GAAP, GASB, Code of Federal Regulations (CFR), GAAFR.
- Ability to prepare ACFR, Schedule of Federal Expenditures, Fiscal Procedure Guidelines, Administrative Rule Boards documents, Responses to State Auditor's Office or Other Regulatory Agencies, correspondence, spreadsheets, and 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 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 terminology and language.
- Ability to communicate with staff, external auditors, employees from outside agencies and departments, and the general public.

Environmental Adaptability

- Work is typically performed in an office environment.

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