

# County Council of Cuyahoga County, Ohio

## Resolution No. R2022-0001

Sponsored by: **Councilmember Baker on behalf of Cuyahoga County Personnel Review Commission**

**A Resolution** adopting various changes to the Cuyahoga County Non-Bargaining Classification Plan and declaring the necessity that this Resolution become immediately effective.

WHEREAS, Section 9.03 of the Charter of Cuyahoga County states that the Cuyahoga County Personnel Review Commission shall administer a clear, countywide classification and salary administration system for technical, specialist, administrative and clerical functions with a limited number of broad pay ranges within each classification; and

WHEREAS, the Personnel Review Commission submitted several proposed changes to the Cuyahoga County Non-Bargaining Classification Plan; and

WHEREAS, the Personnel Review Commission considered this matter and has undergone significant review, evaluation and modification of such submitted changes to the Cuyahoga County Non-Bargaining Classification Plan; and

WHEREAS, on December 6, 2021, the Personnel Review Commission met and recommended the classification changes (attached hereto as Exhibits A through K) and recommended to County Council the formal adoption and implementation of the attached changes; and

WHEREAS, it is necessary that this Resolution become immediately effective in order that critical services provided by Cuyahoga County can continue and to provide for the usual, daily operation of a County entity.

**NOW, THEREFORE, BE IT RESOLVED BY THE COUNTY COUNCIL OF CUYAHOGA COUNTY, OHIO:**

**SECTION 1.** That the Cuyahoga County Council hereby adopts the following changes to the Cuyahoga County Non-Bargaining Classification Plan:

Modifications of the following Classifications: (See attached Classification Specifications)

Proposed New Classifications:

Exhibit A:     Class Title:     *Crime Stoppers*  
                  Number:       12145

Pay Grade: 7A/Non-Exempt

Proposed Revised Classifications:

- Exhibit B: Class Title: *Employment Testing Proctor*  
Class Number: 10131  
Pay Grade: 3A/Non-Exempt (No change)  
\* PRC routine maintenance. Classification last revised in 2017.  
Updates were made to the essential job functions, minimum qualifications, mathematical ability, and general formatting and language. A technology requirements section was added. No change to pay grade or FLSA status.
- Exhibit C: Class Title: *Employment Testing Specialist*  
Class Number: 14161  
Pay Grade: 13A/Exempt (No change)  
\* PRC routine maintenance. Classification last revised in 2017.  
Updates were made to the distinguishing characteristics, essential job functions, and general formatting and language. A technology requirements section was added. No change to pay grade or FLSA status.
- Exhibit D: Class Title: *Family & Children First Council Service Coordinator*  
Class Number: 13151  
Pay Grade: 13A/Exempt (No change)  
\* PRC routine maintenance. Classification last revised in 2017.  
Updates were made to distinguishing characteristics, essential job functions, and general formatting and language. Technology requirements section was added. No change to pay grade or FLSA status.
- Exhibit E: Class Title: *Section Manager, Facilities*  
Class Number: 18061  
Pay Grade: 17A/Exempt (No change)  
\* PRC routine maintenance. Classification last revised in 2017.  
Updates were made to the classification function, essential job functions, minimum training and experience, certifications, and general formatting and language. Technology requirements section was added. No changes to pay grade or FLSA status.
- Exhibit F: Class Title: *Senior Employment Testing Specialist*  
Class Number: 14162  
Pay Grade: 14A/Exempt (No change)  
\* PRC routine maintenance. Classification last revised in 2017.  
Updates were made to the distinguishing characteristics, essential

job functions, supervisory responsibilities, and general formatting and language. A technology requirements section was added. No change to pay grade or FLSA status.

Exhibit G: Class Title: *Service Desk Analyst*  
Class Number: 16011  
Pay Grade: 6B/Non-Exempt (No change)  
\* PRC routine maintenance. Classification last revised in 2017.  
Updates were made to the distinguishing characteristics, essential job functions, and formatting and language. A technology requirements section was added. No change to pay grade or FLSA status

Exhibit H: Class Title: *Certified Medical Billing Specialist (Supervisor, Certified Medical Insurance)*  
Class Number: 17091  
Pay Grade: 9A/Exempt  
\* Request from department to update the essential job functions and make the position supervisory to reflect the needs of the department. Changes were made to the position purpose, distinguishing characteristics, essential job functions, minimum qualifications, and level of analysis. A technology requirement section was added.

Exhibit I: Class Title: *Supervisor, Custodial Worker*  
Class Number: 15061  
Pay Grade: 6A/Non-Exempt  
\* PRC routine maintenance. Classification last revised in 2017.  
Updates were made to essential job functions, physical requirements, and general formatting and language. Technology requirements section was added. The pay grade has increased from 5A to 6A.

Exhibit J: Class Title: *Supervisor, Electronic Technician*  
Class Number: 15181  
Pay Grade: 8A/Non-Exempt (No change)  
\* PRC routine maintenance. Classification last revised in 2017.  
Updates were made to essential job functions, environmental adaptability, and general formatting and language. Technology requirements section was added. No change to pay grade or FLSA status.

Exhibit K: Class Title: *Talent Acquisition & Employment Specialist*  
Class Number: 14141  
Pay Grade: 10A/Exempt (No change)

\* PRC routine maintenance. Classification last revised in 2016. Changes were made to distinguishing characteristics, essential job functions, physical requirements, and language and formatting. A Technology Requirements section was added. No change to pay grade or FLSA status.

**SECTION 2.** It is necessary that this Resolution become immediately effective for the usual daily operation of the County; the preservation of public peace, health, or safety in the County; and any additional reasons set forth in the preamble. Provided that this Resolution receives the affirmative vote of at least eight members of Council, it shall take effect and be in force immediately upon the earliest occurrence of any of the following: (1) its approval by the County Executive through signature, (2) the expiration of the time during which it may be disapproved by the County Executive under Section 3.10(6) of the Cuyahoga County Charter, or (3) its passage by at least eight members of Council after disapproval pursuant to Section 3.10(7) of the Cuyahoga County Charter. Otherwise, it shall take effect and be in force from and after the earliest period allowed by law.

**SECTION 3.** It is found and determined that all formal actions of this Council relating to the adoption of this Resolution were adopted in an open meeting of the Council, and that all deliberations of this Council and of any of its committees that resulted in such formal action were in meetings open to the public, in compliance with all legal requirements, including Section 121.22 of the Ohio Revised Code.


On a motion by Ms. Baker, seconded by Ms. Conwell, the foregoing Resolution was duly adopted.

Yeas: Gallagher, Schron, Conwell, Turner, Stephens, Simon, Baker, Miller, Sweeney, Tuma and Jones

Nays: None

  
\_\_\_\_\_  
County Council President

1/26/22  
Date

  
\_\_\_\_\_  
County Executive

1-28-22  
Date

  
\_\_\_\_\_  
Clerk of Council

1-26-22  
Date

First Reading/Referred to Committee: January 11, 2022  
Committee(s) Assigned: Human Resources, Appointments & Equity

Journal CC045  
January 25, 2022

## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Crime Stoppers Coordinator	<b>Class Number:</b>	12145
<b>FLSA:</b>	Non-Exempt	<b>Pay Grade:</b>	7A
<b>Dept:</b>	Sheriff's Department		

### Classification Function

The purpose of this classification is to plan, direct, and implement the day-to-day operations of the Crime Stoppers Program.

### Distinguishing Characteristics

This is an entry level classification that reports to the Deputy Sheriff Captain with responsibility for overseeing the Crime Stoppers program following a framework of well-defined policies, procedures, regulations, and guidelines. The incumbent exercises discretion in handling anonymous tips involving violent crimes that are committed in Cuyahoga County.

### 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%
- Plans, directs, coordinates the operations of the Crime Stoppers program; monitors 24-hour hotline, web, and text tips; maintains security and anonymity of tips; utilizes data system to obtain crime tips; updates data into system to document received tips; collaborates with law enforcement to send, receive, and follow up on crime cases; utilizes law enforcement database systems to research incoming tips; participates in committee-based decision-making to recommend and/or develop program operations; develops plans for implementing the selected course of action including resource and time estimates; facilitates the implementation of proposed plans.
- 10% +/- 5%
- Researches, analyzes, and evaluates information to determine impact and/or feasibility of proposed changes in program operations, systems, and/or procedures; conducts program needs analysis; researches and initiates surveys to determine best practices and strategies; compiles results to identify areas of inadequacy in the program; researches tips received for authenticity; responds to requests for information; makes recommendations to improve direction, goals, and objectives of the program.
- 10% +/- 5%
- Maintains records; compiles, records, and updates information and documents in paper and/or electronic filing systems; establishes a recordkeeping system for documentation and retrieval; maintains and organizes confidential documents in electronic/hardcopy formats for storage and recordkeeping; utilizes scanning software to copy/scan documents to create digital images of documents.
- 5% +/- 2%
- Serves as program liaison; conducts interviews concerning the Crime Stoppers program; recommends crimes to be featured on media outlets; assists with media productions; attends meetings and seminars; assists families by offering rewards through Crime Stoppers program; meets with tipsters to make arrangements for financial reward payouts.

## Crime Stoppers

5% +/- 2%

- Performs supporting administrative responsibilities; prepares various reports, records, agendas, and other documents; responds to emails and phone calls; attends various trainings and meetings; maintains office supply inventory; develops presentations; revises operational systems, policies, and/or procedures; transcribes board member decisions and requests into written correspondence.

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

- Bachelor's degree in criminal justice or a related field with one (1) year of law enforcement 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 office machines including a computer, calculator, and multi-function printer.

#### **Technology Requirements**

- Ability to operate a variety of software and databases which may include word processing software (Microsoft Word), spreadsheet software (Microsoft Excel), electronic mail software (Microsoft Outlook), and data entry software (Tipsoft).

#### **Supervisory Responsibilities**

- No supervisory responsibilities required.

#### **Mathematical Ability**

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

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

- Ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes, and/or guidelines and/or group, rank, investigate, and problem solve. Requires discretion in determining and referencing established standards to recognize interactive effects and relationships.
- Ability to comprehend a variety of informational documents including anonymous tips, billing reports, financial reports, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, departmental and County policy and personnel manuals, and by-laws of the Crime Stoppers program.

## Crime Stoppers

- Ability to prepare weekly activity reports, tip rewards, annual reports, media releases, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to use and interpret basic terminology, and language related to assignment.
- Ability to communicate with supervisor, co-workers, department leadership, local and federal law enforcement, Crime Stoppers board members, other County employees, anonymous tipsters, media, community activists, and the general public.

## Environmental Adaptability

- Work is typically performed in an office environment and in the field.
- Work may involve exposure to temperature/weather extremes, wetness, humidity, disease, and bodily fluids.

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



## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Employment Testing Proctor	<b>Class Number:</b>	10131
<b>FLSA:</b>	Non-Exempt	<b>Pay Grade:</b>	3A
<b>Dept:</b>	Personnel Review Commission		

### Classification Function

The purpose of this classification is to provide administrative and clerical support for the Personnel Review Commission's employment testing functions.

### Distinguishing Characteristics

This is an entry level classification. The incumbent works under general supervision while assisting with test administration(s) and related clerical functions for the Personnel Review Commission (PRC). This class works within a well-defined 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.**

60% +/- 10%

- Conducts test administration; prepares and maintains testing rooms and materials; compiles test packets; checks candidates' identification before test; distributes and collects test materials; provides instruction and explanation regarding exam process; answers candidates' questions; monitors candidates during test sessions to ensure a secure testing environment; addresses scenarios where cheating is observed or alleged; controls admission to and from the testing room; operates automated grading machines to grade test materials and reports results to ETS; maintains confidentiality and security of all testing materials, test logs, and other test documents.

40% +/- 10%

- Performs supporting administrative duties; maintains organization of electronic testing files and documents; creates check in/check out sheets to monitor candidate attendance during testing periods; scans test materials for record retention; files test packets and disposes of unused and unneeded test packets in accordance with PRC record retention schedule.

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

- High school diploma or equivalent and one (1) year of clerical experience including at least six (6) months of customer service 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

## Employment Testing Proctor

- 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 email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), and word processing software (Microsoft Word).

## Mathematical Ability

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

## Language Ability & Interpersonal Communication

- Ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize, and/or reference data, statutes, and/or guidelines; and/or group, rank, investigate, and problem solve. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.
- Ability to comprehend a variety of informational documents including graded answer sheets, interviews, reports, instructions, correspondence, and lists.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, Personnel Review Commission Administrative testing rules, and internal team procedures.
- Ability to prepare testing documents, lists and test logs.
- Ability to follow instructions, to record and deliver information, and to explain procedures to large groups of people.
- Ability to communicate with supervisor, coworkers, candidates, other County employees, and the general public.
- Ability to effectively address potential cheating and ensure integrity of test administration practices.

## Environmental Adaptability

- Work is typically performed in an office environment.

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## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Employment Testing Specialist	<b>Class Number:</b>	14161
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	13A
<b>Departments:</b>	Personnel Review Commission		

### Classification Function

The purpose of this classification is to develop valid and reliable testing solutions for classified employment positions throughout the County.

### Distinguishing Characteristics

This is a professional level classification that is responsible for developing valid and reliable selection tests for employment positions. This position works under direction of the Manager, Employment Testing and a lead worker. The employee in this class is expected to use judgment and ensure that work activities are performed in a timely manner and according to policies, procedures, and related regulations. The incumbent exercises discretion in applying procedures to resolve issues.

### 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%
- Develops employment tests for positions that require testing; creates initial test plan based on job analysis results to document linkages between job and test content; constructs valid and reliable test content according to legal guidelines and professional standards; creates test scoring protocols and methodologies for test; coordinates with Subject Matter Expert (SME) on test content and scoring; pilots test and revises test content and plan based on pilot; conducts post-test analysis to evaluate test; utilizes analysis to determine need for improvement and identify appropriate revisions; maintains confidentiality, security, and trade secret of all testing documents and materials.
- 30% +/- 10%
- Conducts job analysis for positions requiring testing; reviews all available job analysis material; conducts individual and/or group interviews/observations with subject matter experts to collect information regarding job tasks and relevant knowledge, skills, and abilities (KSAs); writes position description to document results of job analysis; works with the SME to obtain and integrate feedback on position description, KSAs, and linkages; synthesizes data and finalizes position descriptions.
- 10% +/- 5%
- Scores tests and establishes and maintains list of candidates eligible for hire; scores candidates' multiple-choice answer sheets, test responses, and structured interview answers; compiles candidates' final test scores and ranks candidates according to their scores and administrative rules to create final rank ordering of the civil service eligibility list; contacts candidates to inform them when the eligibility list is posted and to collect feedback; creates certified names list and sends names to the Department of Human Resources to notify hiring stakeholders; updates candidates' eligibility status; reviews requests for restoration.

## Employment Testing Specialist

10% +/- 5%

- Coordinates test administrations; determines optimal testing dates and times by considering relevant variables; schedules test administrations; creates and sends exam announcements; assesses and coordinates request for reasonable accommodation and/or test rescheduling; develops test administration manual to standardize administration process; briefs PRC test proctor regarding administration and remains available to answer questions/troubleshoot issues during ongoing test administrations; administers structured interviews in person or via telecommunication.

10% +/- 5%

- Screens applications; reviews classification specification to determine minimum requirements; works with SMEs to determine minimum qualification equivalencies; reviews applications to determine applicants' education and experience qualifications; evaluates eligibility for testing by comparing applicants' qualifications to the minimum requirements; notifies applicants of screening decisions; evaluates requests for reconsideration; documents evaluation decisions.

5% +/- 2%

- Recommends revisions to testing practices and procedures; ensures practices/procedures meet legal guidelines and professional standards; evaluates current procedures to identify problems and inefficiencies; researches potential solutions and improvements and presents changes to management.

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

- Master's degree in industrial-organizational psychology; 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 office machines and equipment including a computer, audio recorder, telephone, calculator, overhead projector, multifunction printer, optical mark recognition scoring machine, etc.

#### **Supervisory Responsibilities**

- No supervisory responsibilities required.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, and divide, calculate decimals and percentages, and calculate routine and advanced statistics including means, standard deviations, correlations, reliability coefficients, item-level probabilities, point-biserial correlations, and similar statistical functions, as well as their correct use and interpretation.

## Employment Testing 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), presentation software (Microsoft PowerPoint), PDF software (Nitro PDF Pro), and statistical computing software (R).

### 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 and apply a variety of legal guidelines, reference books, manuals, and professional standards relevant to the field of industrial-organizational (I-O) Psychology, particularly the areas of job analysis and personnel selection, including Cuyahoga County Charter, Cuyahoga County Code, Ohio Revised Code, PRC Administrative Rules, EEOC Uniform Guidelines on Employee Selection Procedures, Title VII of the Civil Rights Act of 1964, Principles for the Validation and Use of Personnel Selection Procedures, and Standards for Educational and Psychological Testing. Requires sufficient understanding to determine best course of action, define consequences of actions, and assess the quality of alternative procedures.
- Ability to comprehend a variety of informational documents including requests for reconsideration, employment applications, position descriptions, requests for test rescheduling, correspondence, and other reports and records.
- Ability to prepare test documents, position descriptions, scoring reports and analyses, validation reports, test administration manuals, practice/procedure manuals and revisions, correspondence, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to write test content that is clear, understandable, internally consistent, and relevant.
- Ability to follow necessary procedures to ensure the fairness, confidentiality, security, and trade secret of all testing procedures, administrations, documents, and materials.
- Ability to use and interpret legal and professional terminology and language relevant to I-O psychology, particularly in the area of test development and validation.
- Ability to communicate effectively with supervisor, co-workers, subject matter experts, department directors, hiring managers, other County employees, and the general public.

### Environmental Adaptability

- Work is typically performed in an office environment.
- Incumbent will occasionally need to travel to other County offices and worksites for meetings.

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## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Family and Children First Council Service Coordinator	<b>Class Number:</b>	13151
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	13A
<b>Department:</b>	Health and Human Services		

### Classification Function

The purpose of this classification is to oversee the County's Family and Children First Councils Service Coordination Mechanism and provide technical assistance to the Service Coordination Team (SCT) members as the team develops care plans to meet clients' needs.

### Distinguishing Characteristics

This is a journey-level classification that is responsible for overseeing the Service Coordination process to assist youth and their families access appropriate community services and to ensure effective coordination and delivery of services among appropriate systems. This position works under general direction from an Executive Officer and receives instruction or assistance as new or unusual situations arise. The employee works within a framework of policies, procedures, and regulations and ensures that activities are performed 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%

- Utilizes the wraparound process to develop a tailored plan to meet client families' needs; works with Service Coordination Liaisons to identify potential clients; consults with families in need of services and support and educates them on the Service Coordination process; completes Strength Needs and Culture Assessment, Child and Adolescent Needs and Strength (CANS) assessments to gain an understanding of the family's needs, strengths, and challenges; gathers information from various departments (e.g., DCFS, Mental Health Board, Juvenile Court) that have had interactions with family to gather information of the family's experience with offered services; plans, coordinates, and facilitates Service Coordination Team Meetings with client families to gain an understanding of the family's problems and work towards developing a care plan; identifies system or resource (i.e., mental health provider, Juvenile Court, etc.) where the issues are arising and works to overcome that barrier; develops a care plan for the family by utilizing the information gained from assessments and information gathered regarding service issues; maintains proper documentation in the data management system; prepares reporting for SCT activity and outcomes; reviews, receives, and processes applications for local wraparound funding including but not limited to Family Centered Services and Supports (FCSS), local Multi-Youth (MSY), and Community Assistance; conducts training or identifies external trainers for SCT liaisons and community partners.

20% +/- 10%

- Coordinates with internal team members, community agencies direct service providers, and system liaisons on shared projects; ensures that questions that arise within the Service Coordination Team are answered; ensures that any requests for technical assistance or the attendance of individuals at specific meetings are communicated and fulfilled; participates in meetings with multi-system agency liaisons and external providers to set goals and priorities to address gaps and barriers in overall service delivery and follow up with the planning process.

## Family and Children First Council Service Coordinator

10% +/- 5%

- Serves as an administrator over internal database system; ensures system information is up-to-date in the database with all current and past projects; ensures that each meeting and its related documentation is captured in the system; gives system access to individuals with proper authority; analyzes the system challenges and proposes solutions.

10% +/- 5%

- Develops new operations, systems, policies, and/or procedures for new and existing County programs; researches new legislation to address required changes in existing operations, policies, and/or procedures; researches customer, client, or citizen complaints; develops and examines alternative options to ensure they address previously identified needs or deficiencies; makes presentations to report findings and make recommendations for new operations, systems, policies, and/or procedures; develops plans for implementation and carries out implementation; conducts program surveys to determine program effectiveness and gather feedback.

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

- Bachelor's Degree in social work, psychology, or related field with six (6) years of social program administration experience including two (2) years of experience in high fidelity wraparound meeting facilitation or another family team meeting equivalent; or any equivalent combination of education, training, and experience.
- Must be able to provide verification of training in high fidelity wraparound or another family team meeting facilitation equivalent.
- Valid driver's license, proof of automobile insurance, and access to a vehicle

### **Additional Requirements**

- No special license or certification is required.

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

#### **Physical Requirements**

- Ability to operate a variety of 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), word processing software (Microsoft Word), publishing software (Microsoft Publisher), and data management system (PeerPlace).

#### **Supervisory Responsibilities**

- No supervisory responsibilities required.

#### **Mathematical Ability**

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

## Family and Children First Council Service Coordinator

### **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 monthly reports, SCT Action Plans, Safety Plans, CANS Assessment, FCSS logs and approvals, SCT Release of Information, statistical reports, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including HIPAA, FERPA, LISW code of ethics, Service Coordination Mechanism, FCSS Guidance Document, administrative procedure manuals, Ohio Revised Code, and the Employee Handbook.
- Ability to prepare SCT Release of Information, monthly, quarterly, semi-annual, and annual reports, statistical reports, correspondence, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to counsel clients, convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret terminology and language related to counseling, mental health, and juvenile court, and ability to communicate with cultural competency
- Ability to communicate with managers, supervisors, clients, client's families, system partners, direct service providers, SCT liaisons, community agencies, and other County employees.

### **Environmental Adaptability**

- Work is typically performed in an office environment.
- Work may involve exposure to violence.

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## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Section Manager, Facilities	<b>Class Number:</b>	18061
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	17A
<b>Dept:</b>	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 the 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; 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.

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.

## Section Manager, Facilities

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; 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 previous architecture or engineering project management experience, including one (1) year of supervisory experience.
- Must possess a professional architect or professional engineer license.

### **Additional Requirements**

- Must possess and maintain a professional architect or professional engineer license with the State of Ohio within six 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 including computers and peripheral equipment.

#### **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).

#### **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.

## Section Manager, Facilities

### **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, project work schedules, timesheets, leave requests, various functional reports, and legislative agreements.
- 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, 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.

*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.*

## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Senior Employment Testing Specialist	<b>Class Number:</b>	14162
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	14A
<b>Departments:</b>	Personnel Review Commission		

### Classification Function

The purpose of this classification is to serve as the team lead in the development of valid and reliable testing solutions for classified employment positions throughout the County.

### Distinguishing Characteristics

This is a professional level classification, working under direction of the Manager, Employment Testing. The employee in this class supervises Employment Testing Proctor(s) and serves as a lead worker over Employment Testing Specialists (ETs). Positions at this level receive instruction or assistance only as unusual situations arise and are expected to exercise independent 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.**

- 60% +/- 10%
  - Serves as the Employment Testing Specialist team lead; takes lead on testing projects of particular complexity, priority, and visibility; reviews preliminary test plans, position descriptions, and test content developed by ETs; provides feedback and collaborates with ETs to address concerns and modify content; identifies targeted training needs of testing staff, Human Resources' (HR) personnel, and county hiring teams and recommends training needs to Manager; develops and administers training material as necessary and directed; leads and/or significantly contributes to the development of criterion-related validation studies to support validity of tests; designs and implements candidate feedback surveys on testing operations and analyzes and interprets results; assists the Manager in identifying priority projects and operational needs and coordinates project completion as directed; assumes basic day-to-day administrative responsibilities of the Manager in the Manager's absence.
- 10% +/- 5%
  - Develops employment tests for positions requiring testing; creates initial test plan based on job analysis results to document linkages between job and test content; constructs valid and reliable test content according to legal guidelines and professional standards; creates test scoring protocols and methodologies for test; coordinates with Subject Matter Expert (SME) on test content and scoring; pilots test and revises test content and plan based on pilot; conducts post-test analysis to evaluate test; utilizes analysis to determine need for improvement and identify appropriate revisions; maintains confidentiality, security, and trade secret of all testing documents and materials.
- 5% +/- 2%
  - Conducts job analysis for positions requiring testing; reviews all available job analysis material; conducts individual and/or group interviews/observations with subject matter experts to collect information regarding job tasks and relevant knowledge, skills, and abilities (KSAs); writes position description to document results of job analysis; works with the SME to obtain and integrate feedback on position description, KSAs, and linkages; synthesizes data and finalizes position descriptions.

## Senior Employment Testing Specialist

5% +/- 2%

- Scores tests and establishes and maintains list of candidates eligible for hire; scores candidates' multiple-choice answer sheets, test responses, and structured interview answers; compiles candidates' final test scores and ranks candidates according to their scores and administrative rules to create final rank ordering of the civil service eligibility list; contacts candidates to inform them when the eligibility list is posted and to collect feedback; creates certified names list and sends names to the Department of Human Resources to notify hiring stakeholders; updates candidates' eligibility status; reviews requests for restoration.

5% +/- 2%

- Supervises and directs the work of Employment Testing Proctor(s); 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.

5% +/- 2%

- Screens applications; reviews classification specification to determine minimum requirements; works with SMEs to determine minimum qualification equivalencies; reviews applications to determine applicants' education and experience qualifications; evaluates eligibility for testing by comparing applicants' qualifications to the minimum requirements; notifies applicants of screening decisions; evaluates requests for reconsideration; documents evaluation decisions.

5% +/- 2%

- Coordinates test administrations; schedules eligible candidates for test time and date; assesses and coordinates requests for reasonable accommodation and/or test rescheduling; develops test administration manual to standardize administration process; administers structured interviews in person or via telecommunication.

5% +/- 2%

- Reviews, recommends, and revises testing practices and procedures; ensures practices/procedures meet legal guidelines and professional standards; evaluates current procedures to identify problems and inefficiencies; researches potential solutions and improvements and presents changes to management; assists in implementing solutions.

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

- Master's degree in industrial-organizational psychology and two (2) years of applied experience in employment testing and selection, including experience developing and validating employment tests; or any equivalent combination of education, training, and experience.

### **Additional Requirements**

- No special license or certification is required.

## Senior Employment Testing Specialist

### **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, audio recorder, telephone, calculator, overhead projector, multifunction printer, optical mark recognition scoring machine, etc.

#### **Supervisory Responsibilities**

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

#### **Mathematical Ability**

- Ability to add, subtract, multiply, and divide, calculate decimals and percentages, and calculate routine and advanced statistics including means, standard deviations, correlations, reliability coefficients, item-level probabilities, point-biserial correlations, and similar statistical functions, as well as their correct use and interpretation.

#### **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), PDF software (Nitro PDF Pro), and statistical computing software (R).

#### **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 and apply a variety of legal guidelines, reference books, manuals and professional standards relevant to the field of industrial-organizational (I-O) psychology, particularly the areas of job analysis and personnel selection, including Cuyahoga County Charter, Cuyahoga County Code, Ohio Revised Code, PRC Administrative Rules, EEOC Uniform Guidelines on Employee Selection Procedures, Title VII of the Civil Rights Act of 1964, Principles for the Validation and Use of Personnel Selection Procedures, and Standards for Educational and Psychological Testing. Requires sufficient understanding to determine best course of action, define consequences of actions, and assess the quality of alternative procedures.
- Ability to comprehend a variety of information documents including requests for reconsideration, employment applications, position descriptions, requests for test rescheduling, correspondence, and other reports and records.

## Senior Employment Testing Specialist

- Ability to prepare test documents, position descriptions, scoring reports and analyses, validation reports, test administration manuals, practice/procedure manuals and revisions, correspondence, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to review, evaluate, and revise work products submitted by team members and make recommendations to Manager.
- Ability to identify, develop, and implement targeted training needs for team members.
- Ability to write test content that is clear, understandable, internally consistent, and relevant.
- Ability to follow necessary procedures to ensure the fairness, confidentiality, security, and trade secret of all testing procedures, documents, and materials.
- Ability to use and interpret legal and professional terminology and language relevant to (I/O) psychology, particularly the area of test development and validation.
- Ability to communicate effectively with supervisor, co-workers, subject matter experts, department directors, hiring managers, other County employees, and the general public.

### **Environmental Adaptability**

- Work is typically performed in an office environment.
- Incumbent will occasionally need to travel to other County offices and worksites for meetings.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Service Desk Analyst	<b>Class Number:</b>	16011
<b>FLSA:</b>	Non-Exempt	<b>Pay Grade:</b>	6B
<b>Dept:</b>	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, mainframe passwords 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 relays ticket to appropriate team; creates and sends out an email notification to County employees if there is a countywide problem; 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 in Cherwell associated with managing accounts, workflows, and processes to reflect current IT policies; informs management when Severity 1 incidents occur (e.g. County wide email outage); ensures that appropriate documentation is completed.

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.

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

- Associate degree in computer science or related field and six (6) months of experience that includes troubleshooting and resolving computer problems, or an equivalent combination of education, training, and experience.

## Additional Requirements

- No special license or certification is required.



## Service Desk Analyst

### **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), and word processing software (Microsoft Word).

#### **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, problem cards, training requests, vendor service reports, calendars, webpages, network diagrams, 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.

## Service Desk Analyst

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Supervisor, Certified Medical Insurance	<b>Class Number:</b>	17091
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	9A
<b>Dept:</b>	Senior and Adult Services		

## Classification Function

The purpose of this classification is to manage medical insurance claim processing and credentialing activities for the Department of Senior and Adult Services.

## Distinguishing Characteristics

This is a supervisor level classification that is responsible for overseeing all medical billing activities for the Department of Senior and Adult Services. This position ensures Clinical Service programs are properly reimbursed for medical services provided to insured clients. Incumbents work under general direction of an Administrator, Social Program 4 in the form of broad goals and objectives. The incumbent exercises direction in applying policies and procedures to resolve 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, directs, and manages medical billing credentialing and reconciliation within DSAS; ensures DSAS maintains its medical billing credentials with medical insurance companies; seeks out new credentialing opportunities from insurers; complete process to become credentialed with new medical insurance companies; prepares and analyzes insurance contracts; prepares for audits with regulatory bodies (e.g., Ohio Board of Health, WRAAA); answers inquiries and provides information regarding billing, coding, and credentialing via email, phone, and in-person meetings.
- 30% +/- 10%
- Monitors department metrics and enacts changes to improve performance; analyzes and updates the copayment structure to ensure equitable distribution across clinical programs; analyzes Explanation of Benefits (EOBs) to determine coverage and claim distribution to ensure maximum reimbursement; prepares comprehensive reports of department for stakeholders; identifies and communicates claim trends, account issues, and policy issues to management.
- 15% +/- 5%
- Develops and updates policies and procedures and ensures that medical billing practices within DSAS adhere to regulations; develops and updates procedures for claims follow-up, reconciliation, past-due accounts, and over-payment; ensures compliance with HIPAA and HITECH; ensures compliance with Medicaid and Medicare regulations and stays abreast of updates in regulations.
- 15% +/- 5%
- Supervises and directs the work of the Medical Records Technicians, Program Officer 2s, 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 timesheets, requests for leave, and overtime; develops

## Supervisor, Certified Medical Insurance

and monitors employee 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.

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

- Bachelor's degree in health information management or a related field with five (5) years of electronic health records, medical documentation, medical clerical, or medical administrative experience and one (1) year of supervisory experience; or an equivalent combination of education, training, and experience.
- A Certified Professional Coder (CPC), Certified Coding Specialist (CCS), Certified Medical Insurance Specialist (CMIS), Registered Health Information Administrator (RHIA), Registered Health Information Technician (RHIT), or equivalent medical billing certification is required.

### **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 computer and multifunction printer .

#### **Technology Requirements**

- Ability to operate a variety of software including database software (Microsoft Access), data management systems (PeerPlace, iHaven, CareWare), email software (Microsoft Outlook), graphic design software (Microsoft Publisher), internet browsing software (Google Chrome), presentation software (Microsoft PowerPoint), spreadsheet software (Microsoft Excel), word processing software (Microsoft Word).

### **Supervisory Responsibilities**

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

### **Mathematical Ability**

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

## Supervisor, Certified Medical Insurance

### **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 patient records, explanation of benefits (EOB), HCFA 1500 form, standardized credentialing form, minimum data set (MDS), information request, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including Employee Handbook, ICD-10-CM Codes, OBRA 87 Manual, Medicare and Medicaid Guidelines, Commercial Insurance guidelines, Fair Debt Collection practices, HIPPA guidelines, grant guidelines, and medical textbooks.
- Ability to prepare audit reports, patient records, diagnosis lists, admission and discharge registries memos, CMS 1500 form, flow charts, diagrams, annual medical billing report, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret medical billing and social work terminology and language.
- Ability to communicate effectively with social service personnel, health care providers, insurance agencies, grant funding agencies, clients, insurance agents, fiscal department, and staff.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Supervisor, Custodial Worker	<b>Class Number:</b>	15061
<b>FLSA:</b>	Non-Exempt	<b>Pay Grade:</b>	6A
<b>Dept:</b>	Public Works		

### Classification Function

The purpose of this classification is to supervise Custodial Workers and to coordinate and oversee custodial work in County building(s).

### Distinguishing Characteristics

This is a supervisor classification with responsibility for supervising a unit of Custodial Workers in the daily operations of performing general custodial work in County buildings. Employees in this classification work under direction of the Supervisor, Building Maintenance. 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.**

- 50% +/- 10%
- Supervises and directs the work of Custodial Workers 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; resolves disputes between staff members or between staff members and other building employees; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.
- 25% +/- 10%
- Coordinates custodial work in County building(s) and performs general supervision and maintenance duties; inspects building and grounds for cleanliness and maintenance issues; responds to customer complaints, inquiries, and work orders; transports managers and staff members to other County facilities; coordinates with contractors and tradesmen providing contracted repairs, inspections, and services; coordinates event scheduling and room set up.
- 10% +/- 5%
- Maintains and operates building maintenance equipment; operates custodial equipment to perform custodial tasks or to demonstrate proper operation of equipment; inspects and maintains equipment.
- 15% +/- 5%
- Performs supporting administrative duties; prepares various reports, records, and other documents; responds to emails and phone calls; attends various trainings and meetings; posts available overtime opportunities; orders, receives, and stocks equipment and supplies; oversees delivery of equipment and supplies; prepares and reviews work orders; maintains records of completed work orders.

## Supervisor, Custodial Worker

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

- High school diploma or equivalent with two (2) years of custodial experience; or any equivalent combination of education, training, and experience.
- Valid driver 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 operate a variety of custodial equipment including floor buffer, floor scrubber, pressure washer, carpet cleaner, furniture shampooer, extractor, vacuums, snow blower, steam cleaners, trash compactor, pallet jack, fire extinguishers, electrostatic sanitizing gun, and a variety of automated and manual hand tools.
- Ability to stand and walk for prolonged period of time, ability to bend or twist; ability to climb; ability to crawl or crouch; ability to push and pull up to 100lbs and lift up to 50lbs.

#### **Technology Requirements**

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

#### **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 the discipline or discharge of employees.

#### **Mathematical Ability**

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

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

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

## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Supervisor, Electronic Technician	<b>Class Number:</b>	15181
<b>FLSA:</b>	Non-Exempt	<b>Pay Grade:</b>	8A
<b>Dept:</b>	Public Works		

### Classification Function

The purpose of this classification is to supervise Electronic Technicians and oversee building control systems.

### Distinguishing Characteristics

This is a supervisory classification that is responsible for supervising Electronic Technicians in the daily operations of building control systems. 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.**

40% +/- 10%

Oversees building control systems; interprets control systems computers for secured facilities and public facilities; interprets computer reports; prepares flow chart diagrams; monitors control systems; informs others of problems; corresponds with coordinating personnel on control systems management; manages and trains staff performing data input for the work order dispatch program.

30% +/- 10%

- Supervises and directs the work of Electronic 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 employee training needs; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.

25% +/- 10%

Performs supporting administrative responsibilities; prepares various reports, records, and other documents; responds to emails and phone calls; attends various trainings and meetings; prepares and reviews documents related to payroll, attendance, time sheets, requests for leave, and overtime; meets with supervisor to discuss problems and concerns; prepares and reviews work orders; maintains records of completed work orders; performs additional duties as required.

5% +/- 2%

- Operates and tests building automated systems, fire alarm systems and generator monitoring systems; coordinates with outside vendors to schedule yearly testing for fire alarm systems and troubleshoots any problems with the system.

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



## **Supervisor, Electronic Technician**

- Associate degree in electronics technology or related field with two (2) years of data processing experience and supervisory training; 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 operate portable hand radio, building security control computers, fire alarm systems, generator monitoring systems, and remote terminals.
- Ability to stand and walk for a prolonged period of time; ability to lift, push, and pull up to 25 pounds.

#### **Technology Requirement**

- Ability to operate a variety of software including email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), word processing software (Microsoft Word), desktop publishing software (Adobe reader), and data entry software (Metasys and Simplex Fire 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 discipline or discharge of employees.
- Ability to recommend the transfer, selection, evaluating, or promotion of employees.

#### **Mathematical Ability**

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

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

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

## **Supervisor, Electronic Technician**

- Ability to comprehend a variety of informational documents including attendance reports, computer diagnostics and readouts, work orders, invoices, correspondence, payroll documents, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including standard building automated systems, fire alarm systems, and generator monitoring systems rules and regulations, OSHA, Personnel Policies and Procedures Manual and other manuals, policies, and procedures.
- Ability to prepare diagnostic fire reports, diagnostic building automated system reports, work orders, generator monitoring system reports, payroll documents, purchase orders, data forms, performance evaluations, correspondence, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to use and interpret mechanical, electrical, and engineering terminology and language.
- Ability to communicate with supervisors, vendors, security personnel, fire department personnel, facility tradesmen, other County employees, and the general public.

## **Environmental Adaptability**

- Work is typically performed in an office environment.
- Work may involve exposure to smoke, dust, pollen, and electrical currents.

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## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Talent Acquisition & Employment Specialist	<b>Class Number:</b>	14141
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	10A
<b>Dept:</b>	Human Resources		

### Classification Function

The purpose of this classification is to identify, develop, and implement talent acquisition and employment projects and programs to meet the County's current and future staffing needs.

### Distinguishing Characteristics

This is a journey level classification with responsibility for developing and managing talent acquisition projects and assisting with talent acquisition programs under general supervision from the Manager, Talent Acquisition & Employment. The employee in this class is expected to use judgment and ensure that work activities are performed in a timely manner and according to policies, procedures, and related regulations. The incumbents exercise discretion in applying procedures to resolve issues.

### Essential Job Functions

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

50% +/- 10%

- Develops and coordinates talent acquisition projects in conjunction with the appointing authority for unclassified positions and classified positions post Personnel Review Commission certification lists; coordinates with hiring managers and other subject matter experts to develop an understanding of job requirements; utilizes class plan to choose appropriate classification to fill a vacant/new position; works with hiring managers to identify departmental skill gaps and identify and/or create entry employment opportunities to meet needs; assists in identifying and/or creating mechanisms to retain employees; coordinates and facilitates applicant screening processes for bargaining and unclassified positions; ensures that candidates meet the minimum qualifications by screening applications; forwards suitable candidates to hiring manager and makes recommendations if applicable; communicates with candidates regarding test notices, rejection notices, invitations to interview, offer letters; tracks vacancies to determine status and ensure timelines are met; tracks and monitors the filling of positions based on the talent acquisition goals; prepares hiring reports, hiring recommendation reports, days-to-hire reports, and other reports as needed; prepares new-hire and termination paperwork; responds to inquiries from stakeholders.

35% +/- 10%

- Supports organization-wide hiring needs in alignment with the County's mission and vision, strategic plan, and Diversity and Inclusion initiatives; plans for future hiring needs by building applicant sources; identifies and solicits possible internship, cooperative education, or other training programs by researching and contacting local schools, professional groups, etc. to assist in early talent identification; develops and coordinates talent acquisition outreach projects and programs, such as job fairs, veteran contacts, and vocational programs; networks with professionals in both public and private sector to enhance talent acquisition opportunities/resources (e.g. educational institutions, employment agencies, professional groups, unemployment agencies, welfare co-work, community leaders, etc.); assists in developing online and offline outreach strategies to engage prospective candidates and representatives from community-based organizations.

## Talent Acquisition & Employment Specialist

15% +/- 5%

- Assists in the development, planning, implementation, and evaluation of existing and new talent acquisition programs; assembles functional work teams to initiate, coordinate and lead programs and to continually evaluate program effectiveness; develops mechanisms to capture and report talent acquisition program metrics to continually evaluate program effectiveness; assists in developing survey tools and analyzing related data to understand new employee experiences; keeps updated on new talent acquisition processes for professional development purposes; maintains accurate employment data for talent acquisition purposes; collects and interprets data and makes recommendations based on hiring patterns, terminations, turnover data, skill set availability, and local, state, and federal unemployment rate.

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

- Bachelor's degree in human resources, labor and employee relations, business management, or a related field with three (3) years of experience in project management including communication and implementation related to talent acquisition, compensation, benefits, training, employee and labor relations, performance management, or organizational development; 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 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), presentation software (Microsoft PowerPoint), word processing software (Microsoft Word), and human resource information system software.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and 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 vacancy reports, time to fill reports, closure orientation, background check information, new hire paperwork, resumes/applications, classification specifications, job descriptions, temporary work level assignments documents, assessment scores, personnel request forms, PRC guidelines to minimums and timelines, and other reports and records.

## Talent Acquisition & Employment Specialist

- Ability to comprehend a variety of books and manuals including the Employee Handbook, fair adverse action process, Ohio Revised Code, Personnel Policies and Procedures Manual, Union Collective Bargaining Agreements, current HR policies, laws, regulations.
- Ability to prepare charts, graphs, hiring request forms, hiring recommendations, vacancy reports, recruitment plans, written updates to agency directors and hiring managers, correspondence and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to represent the County in various environments, convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret human resource terminology and language.
- Ability to communicate with supervisor, co-workers, management from other departments, other county employees, outside agencies, job candidates, 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.*