

County Council of Cuyahoga County, Ohio

Resolution No. R2023-0004

Sponsored by: **Councilmember Turner 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 7, 2022, the Personnel Review Commission met and recommended the classification changes (attached hereto as Exhibits A through D) 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: *Application Support Administrator*
Number: 16501

Pay Grade: 10B/Non-Exempt

Proposed Revised Classifications:

Exhibit B: Class Title: *Data Systems Security*
Class Number: 16141
Pay Grade: 6B/Non-Exempt (No change)
* PRC routine maintenance. Classification last revised in 2018. Changes were made to the essential functions, mathematical ability, and language and formatting. A technology requirement section was added. No change to the pay grade or FLSA status.

Exhibit C: Class Title: *Human Resources Associate*
Class Number: 14101
Pay Grade: 6A/Non-Exempt
* PRC routine maintenance. This position is combining the Human Resources Associate and the Senior Human Resources Associate. Both positions were a part of routine maintenance for this year and both the PRC and HR SMEs agreed that the positions are too similar to be separate. Changes were made to distinguishing characteristics, essential job functions, minimum qualifications, and language and formatting. A technology section was added. No change to FLSA status. Pay grade changed from 5A to 6A.

Proposed Deleted Classifications:

Exhibit G: Class Title: *Senior Human Resources Associate*
Class Number: 14102
Pay Grade: 6A/Non-Exempt
* Deletion as a part of PRC routine maintenance. This position is being combined with the Human Resources Associate. Both positions were a part of routine maintenance for this year and both the PRC and HR SMEs agreed that the positions are too similar to be separate.

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. Turner, seconded by Mr. Miller, the forgoing Resolution was duly adopted.

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

Nays: None



County Council President

2/15/23

Date



County Executive

2/16/23

Date



Clerk of Council

2/14/2023

Date

First Reading/Referred to Committee: January 10, 2023

Committee(s) Assigned: Human Resources, Appointments & Equity

Journal CC049

February 14, 2023

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Application Support Administrator	Class Number:	16501
FLSA:	Non-Exempt	Pay Grade:	10B
Dept:	Department of Health & Human Services	EXHIBIT A	

Classification Function

The purpose of this classification is to coordinate and manage activities related to the support, configuration, and use of administrative management software utilized by employees in Department of Health & Human Services agencies.

Distinguishing Characteristics

This is a journey-level position responsible for managing software systems utilized by the Department Health and Human Services (DHHS) agencies for administrative functions including case management, document management, call management, task management, travel management, and client management. The position handles internal user support, configures system functions and security settings, interacts with software vendors or the owning state agency regarding issues and upgrades, and reports to agency/fiscal management on system activity. This position works under general supervision of the unit manager. Incumbents receive occasional instruction or assistance as new or unusual situations arise and work independently, exercising 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.

40% +/- 10%

- Administers the case management software utilized by DHHS caseworkers; configures agency-specific settings and workflows; sets up new users and removes inactive users; determines appropriate security access and roles; implements application software updates to include upgrades, patches, and new releases; runs system tests to ensure functionality of the software application; runs backend data cleanups or corrections; compiles, produces usage/output reports; analyzes and identifies trends in usage data; monitors and audits activity reports for use by agency management or fiscal staff; documents and analyzes problems for reporting; collaborates with management on ways to improve use of the application software; assists agency with planning and executing major replacement or upgrades of support software.

30% +/- 10%

- Provides basic and advanced end user support; assists end users with technical support and application troubleshooting as requested by user; provides guidance to employees and supervisors on novel issues; works with vendor as necessary for troubleshooting application software issues; completes data and information correction in the system.

20% +/- 10%

- Interacts with software vendors and the state and county agencies who own or develop software used by the agency; communicates regarding novel or complex problems; tracks and follows up on the status of bugfixes, data corrections, enhancement requests, and planned upgrades; monitors compliance with allowed use/licenses per contract or other agreement; reviews documentation of and submits inquiries regarding planned patches and upgrades in order to identify potential issues and necessary process changes.

Application Support Specialist

10% +/- 5%

- Onboards and trains new users and new supervisors; maintains training and use documentation regarding use of software.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in business systems, information technology, information management, math, or a related field, and three (3) years of business information systems administration, database administration, software system user support, application support and configuration, or related experience; or any equivalent combination of education, training, and experience.

Additional Requirements

- No special license or certification is required.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

- Ability to operate a variety of automated office machines 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), and various administrative software systems for purposes such as case management, task management, document management, travel management, call center management, and client referral management.

Supervisory Responsibilities

- No supervisory responsibilities required.

Mathematical Ability

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

Language Ability & Interpersonal Communication

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing established criteria to define impact and develop alternatives.
- Ability to comprehend a variety of informational documents including travel activity reports, system usage reports, helpdesk tickets, helpdesk ticket reports, memos, training materials, test scripts, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including software manuals, training videos, software upgrade release notes, IT Security Policies, vendor application software manuals, the Employee Handbook, state and federal program requirements, and agency policies and procedures.

Application Support Specialist

- Ability to prepare usage reports, issue tracking spreadsheets, training materials, use guidelines, feature proposals, correspondence, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to communicate effectively with supervisor, management, coworkers, other County departments and employees, software vendors, and clients.

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.

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Data Systems Security Coordinator	Class Number:	16141
FLSA:	Non-Exempt	Pay Grade:	6B
Dept:	Information Technology	EXHIBIT B	

Classification Function

The purpose of this classification is to coordinate system user access for Health and Human Services (HHS) employees and to assist with end user technology.

Distinguishing Characteristics

This is an entry level classification with responsibility for serving as the liaison between the County and the State of Ohio to coordinate system user access for HHS employees. This classification works under a framework of defined procedures and regulations. The incumbent ensures that activities are performed in a timely manner and according to policies and procedures.

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%

- Coordinates system user access for HHS employees and other employees as required; receives requests from managers and directors to change the system security access for County employees; receives requests from the HR Department to create new hire user profiles and to terminate accounts for departed employees; completes appropriate forms and submits documentation to the State of Ohio; serves as the liaison between the County and the State of Ohio in regards to system user access; contacts the state for project updates; notifies management when the state has completed the request; adds and removes users to Ohio's Child Care Information Data System (CCIDS) and Support Enforcement Tracking System (SETS).

40% +/- 10%

- Assists with end user technology including computers, printers, scanners, and mobile devices; communicates with end users via email, phone, or in person to resolve user issues; provides basic computer training to the end users; processes equipment relocation forms; moves and installs computers; reimages computers; sets up new mobile phones; accesses users' computers remotely to inspect and resolve issues with passwords, viruses, printing, virtual private networks (VPN), etc.

10% +/- 5%

- Serves as the State's Technical Point of Contact (TPOC); performs an annual audit on the HHS employees to verify the employees are still employed with the County and have the appropriate system access; completes reconciliation and returns the documents to the State of Ohio; receives and reviews new state policies and procedures for system user access.

Minimum Training and Experience Required to Perform Essential Job Functions

- High school diploma or equivalent with one (1) year of IT service support experience; or any equivalent combination of education, training, and experience.
- Valid driver license and proof of automobile insurance.

Data Systems Security Coordinator

Additional Requirements

- No special license or certification is required.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

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

Technology Requirements

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

Supervisory Responsibilities

- No supervisory responsibilities required.

Mathematical Ability

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

Language Ability & Interpersonal Communication

- Requires the ability to perform 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 emails, 7078 Forms, Federal Tax Information Form, SETS User Access Form, iCase Forms, Network Relocation Forms, packaging slips, employee departure lists, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, Ohio Revised Code, State of Ohio guidelines, equipment manuals, software manuals, and ODJFS manuals.
- Ability to prepare memos, correspondence, 7078 Forms, SETS Reporting, SACWIS, SETS, and CRIS-E Reconciliation, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret basic information technology terminology and language.
- Ability to communicate effectively with directors, managers, supervisors, co-workers, other County employees, State of Ohio employees, and vendors.

Data Systems Security Coordinator

Environmental Adaptability

- Work is typically performed in an office environment.

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CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Human Resources Associate	Class Number:	14101
FLSA:	Non-Exempt	Pay Grade:	6A
Dept:	Human Resources and Sheriff's Department	EXHIBIT C	

Classification Function

The purpose of this classification is to provide administrative support for day-to-day operations of the County's Human Resources Department.

Distinguishing Characteristics

This is an entry level classification with responsibility for providing administrative support for day-to-day operations of the County's Human Resources Department for a variety of HR functional areas including talent acquisition, training and development, compensation, labor relations, employee services, payroll, worker's compensation, benefits, new hires and terminations and data entry and maintenance. Employees in this position serve as the first point of contact for County employees inquiring about HR related matters. This classification works under supervision and within a framework of 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.

- 35% +/- 10%
- Gathers, tracks, and processes information related to various HR actions; researches information required to complete forms, paperwork, and filings; processes various HR actions (e.g., new hire enrollments, child support orders, terminations, benefits, accident claims, FMLA, probations, separations, etc.); files documentation related to HR actions according to department policies; monitors HR actions through completion; tracks status of work in the appropriate spreadsheets.
- 15% +/- 10%
- Responds to HR requests, questions, and data issues from employees and departments via email, phone, and the Human Resources Information System (HRIS); researches information in the HRIS or from other sources to provide accurate information to requestors; provides interpretation of HR policies, procedures, programs, and regulations; responds to public records requests; contacts employees to obtain information needed to update records or complete HR actions.
- 15% +/- 5%
- Assists with various HR investigations and interactions regarding County employee procedures including but not limited to grievances, worker's compensation claims, arbitration, and position audits; gathers information from claimants; analyzes relevant written documentation; makes requests for clarification and additional information; occasionally participates as a hearing officer in simple investigative cases; files and processes completed forms; writes summary recommendations based on evaluation of evidence; provides support to senior HR employees with evaluation of evidence and information and drafting written responses; monitors claims, HR filings, and audits through completion.

Human Resources Associate

15% +/- 5%

- Utilizes HRIS to complete tasks that support the HR activities of assigned functional areas; enters and maintains data entered into HRIS including personnel files, organizational charts, job descriptions, benefits changes and updates, basic payroll updates, and other HR & personnel information; analyzes and troubleshoots basic data related issues in the HRIS; tests system changes and upgrades by inputting new data and reviewing outputs against test scripts; assists with developing test scripts; generates data reports using HRIS.

10% +/- 5%

- Generates HR data reports to assist with the evaluation of various HR programs and achievement of HR strategic goals; develops, updates, and provides basic interpretation of various data to support the day-to-day work of more senior HR employees; analyzes and identifies potential barriers or trends that are inhibiting various HR processes; brings issues and potential solutions to the attention of senior staff.

10% +/- 5%

- Performs related administrative responsibilities; assists with producing and storing basic reports, records, memos, routine forms, and data reports; represents the department at various administrative staff meetings; provides support with planning and coordinating various HR events (e.g., job fairs) and presentations; assists with development of informational materials for events and presentations; creates and facilitates simple presentations and meetings; provides front desk support as necessary.

Minimum Training and Experience Required to Perform Essential Job Functions

- High School Diploma or related field with two (2) years of administrative or general business experience; or any equivalent combination of education, training, and experience.

Additional Requirements

- No special license or certification is required.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

- Ability to operate a variety of office machines and equipment including 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), and data management software (HRIS).

Supervisory Responsibilities

- No supervisory responsibilities required.

Mathematical Ability

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

Human Resources Associate

Language Ability & Interpersonal Communication

- Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and problem solve. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.
- Ability to comprehend a variety of informational documents including worker's compensation claims, payroll reports, applications, ADA requests, grievance forms, billing invoices, personnel records, termination forms and records, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, Ohio Revised Code, HIPAA, FMLA eligibility requirements, and Employment Laws.
- Ability to prepare basic HRIS reports, worker's compensation claims reports, attendance sheets, memos, PowerPoint Presentations, personnel reports, correspondence, spreadsheets, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret human resources terminology and language.
- Ability to communicate effectively with HR employees, department management, external candidates, union representatives, and other County employees.

Environmental Adaptability

- Work is typically performed in an office environment.

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CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Senior Human Resources Associate	Class Number:	14102
FLSA:	Non-Exempt	Pay Grade:	6A
Dept:	Human Resources	EXHIBIT D	

Classification Function

The purpose of this classification is to provide administrative support for day-to-day operations of the County's Human Resources Department and perform more complex HR related tasks such as the initial review and research of information, producing basic reports and memos, and reviewing the work of lower level HR Associates.

Distinguishing Characteristics

This is a journey level classification with responsibility for providing administrative support for day-to-day operations of the County's Human Resources Department including talent acquisition, training and development, compensation, labor relations, employee services, and data entry and maintenance. This classification works under supervision and within a framework of policies, procedures, and regulations. The Senior HR Associate is distinguished from the HR Associate in that it works with a greater degree of independence on simple to moderately complex HR tasks and is expected to use a greater level of 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.

- 20% +/- 10%
- Completes simple to more complex tasks to assist with coordinating the administration of various HR processes including but not limited to: talent acquisition, benefits administration, training activities, payroll processing, employee relations cases, and tracking participation in HR events.
- 20% +/- 10%
- Gathers, tracks, and performs initial evaluation of information related to various HR actions; gathers information from claimants; researches information required to complete forms, paperwork, and filings; files and processes completed forms; monitors claims, HR filings, and audits through completion; responds to basic through moderately complex HR requests, questions, and data issues; responds to records requests; provides interpretation of HR policies, procedures, programs, and regulations.
- 15% +/- 5%
- Assists with various HR investigations and interactions regarding County employee procedures including but not limited to grievances, arbitration, and position audits; analyzes relevant written documentation; makes requests for clarification and additional information; occasionally participates as a hearing officer in simple investigative cases; write summary recommendations based on evaluation of evidence; provides support to senior HR employees with evaluation of evidence and information and drafting written responses.

Senior Human Resources Associate

15% +/- 5%

- Generates HR data reports to assist with the evaluation of various HR programs and achievement of HR strategic goals; develops, updates, and provides basic interpretation of various spreadsheets to support the day-to-day work of more senior HR professionals; analyzes and identifies potential barriers or trends that are inhibiting various HR processes; brings issues and potential solutions to the attention of senior staff.

10% +/- 5%

- Provides basic support with HRIS functions; enters and maintains data entered into HRIS including personnel files, organizational charts, job descriptions, benefits changes and updates, basic payroll updates, and other HR & personnel information; analyzes and troubleshoots basic data related issues in the HRIS; tests system changes and upgrades by inputting new data and reviewing outputs against test scripts; assists with developing test scripts; generates data reports using HRIS.

10% +/- 5%

- Provides informal review of work and basic training to HR Associates; initially reviews work; identifies and recommends improvements; provides training on various County policies and regulations and HR processes; reviews adherence to department's procedures.

10% +/- 5%

- Performs related administrative responsibilities; assists with producing basic reports, records, memos, routine forms, and data reports; represents the department at various administrative staff meetings; provides support with planning and coordinating various HR events and presentations; assists with development of presentation materials for events and presentations; creates and facilitates simple presentations and meetings; provides front desk support as necessary.

Minimum Training and Experience Required to Perform Essential Job Functions

- Associates degree in business administration, human resources, or related field with three (3) years of administrative or general business experience including two (2) years in Human Resources; or any equivalent combination of training and experience.

Additional Requirements for all levels

- 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 copier.

Supervisory Responsibilities

- No supervisory responsibilities.

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 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 worker's compensation claims, payroll reports, applications, ADA requests, grievance forms, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, Ohio Revised Code, and Employment Laws.
- Ability to prepare basic HRIS reports, worker's compensation claims reports, attendance sheets, memos, PowerPoint Presentations, personnel reports, correspondence, spreadsheets, 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, to follow instructions.
- Ability to use and interpret human resources terminology and language.
- Ability to communicate effectively with HR employees, department management, external candidates, union representatives, 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.