

County Council of Cuyahoga County, Ohio

Resolution No. R2023-0143

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 May 3, 2023, the Personnel Review Commission met and recommended the classification changes (attached hereto as Exhibits A through I) 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)

Revised Classifications:

Exhibit A: Class Title: *Manager, Accounts Payable*
Class Number: 11091

Pay Grade: 13A/Exempt (No change)
* PRC routine maintenance. Classification last revised in 2019. Updates were made to the essential job functions, minimum qualifications, and language and formatting. A technology requirements section was added. No change to the pay grade or FLSA status.

Exhibit B: Class Title: *Manager, Fleet Services*
Class Number: 15073
Pay Grade: 14A/Exempt
* PRC routine maintenance. Classification last revised in 2019. Changes made to distinguishing characteristics, physical ability, work conditions, language and formatting. A technology section was added. The pay grade has increased from PG 13A to 14A.

Exhibit C: Class Title: *Manager, Loan Portfolio*
Class Number: 21002
Pay Grade: 14A/Exempt (No change)
* PRC routine maintenance. Classification last revised in 2019. Changes made to distinguishing characteristics, essential job functions, language and formatting. A technology section was added. No change to the pay grade or FLSA status.

Exhibit D: Class Title: *Morgue Technician*
Class Number: 12201
Pay Grade: 5A/Non-Exempt (No change)
* PRC routine maintenance. Classification last revised in 2019. Changes were made to essential functions, physical ability, mathematical ability, language and formatting. A technology section was added. No change to the pay grade or FLSA status.

Exhibit E: Class Title: *Supervisor, Justice System Advocate*
Class Number: 13183
Pay Grade: 12A/Exempt (No change)
* PRC routine maintenance. Classification last revised in 2019. Changes made to the distinguishing characteristics, essential job functions, language and formatting. A technology section was added. No change to pay grade or FLSA status.

Exhibit F: Class Title: *Supervisor, Morgue Technician*
Class Number: 12202
Pay Grade: 8A/Exempt (No change)
* PRC routine maintenance. Classification last revised in 2019. Changes made to essential functions, minimum qualifications, physical ability, language and formatting. A technology section was added. No change to pay grade or FLSA status.

Exhibit G: Class Title: *Volunteer Coordinator*
Class Number: 10231
Pay Grade: 8A/Exempt
* PRC routine maintenance. Classification last revised in 2019. Changes made to essential job functions, physical ability, work conditions, language and formatting. A technology section was added. The pay grade has increased from PG 7A to PG 8A.

Deleted Classifications:

Exhibit H: Class Title: *ERP Financial Systems Lead*
Class Number: 16332
Pay Grade: 16B/Exempt
* The classification is vacant, and the department has no intentions to utilize this classification.

Exhibit I: Class Title: *Web Maintenance Technician*
Class Number: 16021
Pay Grade: 6B/Non-Exempt
*The classification is vacant, and the department has no intentions to utilize this classification.

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 Mr. Jones, seconded by Mr. Schron, the forgoing Resolution was duly adopted.

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

Nays: None



County Council President

7.20.23
Date



County Executive

7/27/23
Date



Clerk of Council

7.20.23
Date

First Reading/Referred to Committee: May 23, 2023

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

Journal CC051
July 28, 2023

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Manager, Accounts Payable	Class Number:	11091
FLSA:	Exempt	Pay Grade:	13A
Dept:	Fiscal Office	EXHIBIT A	

Classification Function

The purpose of this classification is to supervise and perform the day-to-day functions of the County accounts payable unit in the Fiscal Office.

Distinguishing Characteristics

This is a management classification with responsibility for performing and overseeing the activities of the County Accounts Payable unit in the Fiscal Office. This class works under general direction and is responsible for ensuring timely and accurate payment to vendors and to ensure that applicable laws and procedures are followed regarding vendor payment. The incumbent exercises discretion in applying procedures to resolve vendor payment 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.

45% +/- 10%

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

30% +/- 10%

- Performs and oversees accounts payable administration functions in compliance with County policy, departmental procedures, and required schedules; schedules check runs to pay vendors; schedules direct deposits utilizing the County system; prepares and issues payments via check, wire, and ACH credits; updates or adds vendor direct deposit information, as necessary; troubleshoots and resolves payment discrepancies; oversees the updates to vendor information to ensure information in the system is accurate; works with IT to offer suggestions on system issues; organizes and maintains financial records; runs reports and validates data.

10% +/- 5%

- Oversees year-end processing and preparation of tax documents; issues Internal Revenue Service (IRS) 1099 forms to all eligible vendors and sends the 1099 file to the IRS; sends out reports such as end of the month fiscal reports, I.R.S. B-Notices, daily report for the Fiscal Office - Treasurer, and special reports for the fiscal staff of other agencies.

Manager, Accounts Payable

10% +/- 5%

- Communicates and provides information for vendors, banks, and staff from other County agencies; answers questions regarding payments and related concerns; educates department managers regarding updates and new processes; provides training about the Accounts Payable (AP) system.

5% +/- 2%

- Prepares vouchers for unclaimed fund orders from the courts to claimants; reissues checks made in error; oversees process for reimbursement to vendors for warrants illegally cashed by another party through forgery; researches Ohio Revised Code and prosecutor opinions regarding legal issues regarding payment methods.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in business, accounting, computer science or a related field with five (5) years of experience in bookkeeping or accounting including one (1) year of supervisory experience; or an equivalent combination of education, training, and experience.

Additional Requirements

- No certificates or licenses required.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

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

Technology Requirements

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

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.

Manager, Accounts Payable

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 billing invoices, unclaimed funds, personal checks, time sheets, and process improvement documents.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, department policies and procedures manual, Ohio Revised Code, Board of Control approvals, , and contract requirements.
- Ability to prepare payroll files, memos, forms, transmittals, transactions, outstanding check report, performance evaluations, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to supervise and counsel employees, convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret accounting terminology and language.
- Ability to communicate with customers, staff, employees from other departments, departmental employees, vendors, bank employees, and employees from outside agencies.

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:	Manager, Fleet Services	Class Number:	15073
FLSA:	Exempt	Pay Grade:	14A
Dept:	Public Works	EXHIBIT B	

Classification Function

The purpose of this classification is to plan, oversee and coordinate all tasks related to the operation of the fleet services, equipment, and related facilities for the Department of Public Works.

Distinguishing Characteristics

This is a management classification working under direction of the Chief Deputy – Maintenance. This position oversees the operations and promotes the efficiencies of the Fleet Management unit by developing strategic plans, goals, and objectives, making budget recommendations, directing operations and programs through subordinate supervisors and staff, incorporating process improvements, and ensuring that work meets time and quality objectives. The incumbent exercises discretion in addressing organizational issues according to applicable policies and procedures. The class of Manager, Fleet Services is distinguished from the class of Supervisor, Fleet Services in that the latter classification is limited to overseeing activities primarily related to maintenance and repair and does not have responsibility for budget management or ensuring the Fleet Services' overall efficiency.

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.

- 25% +/- 10%
- Plans, oversees, and directs the maintenance, repair, and overhaul of vehicles and heavy automotive equipment; assesses and schedules work to be performed by vendors including recalls, warranty, and insurance repairs; defines scope of work and obtains quotes for contract services when necessary; performs research for new and replacement vehicles and large capital equipment purchases; reviews new equipment specifications; creates and executes the capital equipment replacement schedule for all departments in the County; monitors and maintains inventory levels; approves invoices; oversees preventative maintenance programs; keeps detailed records of maintenance, repairs, and warranty information of all fleet vehicles and equipment.
- 25% +/- 10%
- Supervises and directs the work of lower-level supervisors and other department staff; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; provides training and instruction; evaluates employee performance; responds to employee questions, concerns, and problems; approves employee timesheets and leave requests; prepares and reviews documents related to payroll, timesheets, requests for leave and overtime; develops unit work plans and work performance standards; monitors and provides for training needs; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.
- 20% +/- 10%
- Oversees operation, maintenance, and regulatory compliance of diesel and unleaded fuel delivery systems; performs Bureau of Underground Storage Tank Regulations (BUSTR) inspections; updates maintenance records; repairs above and below ground storage systems; maintains an updated and active Spill Prevention Control and Countermeasure Program; oversees environmental reporting for fleet and related equipment and materials; coordinates E-check reporting to Ohio EPA.

Fleet Services Manager

10% +/- 5%

- Participates in preparation of fleet department's annual budget and oversees use; gathers and analyzes operations and financial data regarding all facets of fleet operations; makes recommendations regarding budget to fund operations and increase efficiency; prepares and reviews labor and materials cost estimates for proposed fleet work; investigates, creates specifications, and makes recommendations for the purchase of new equipment and modifications to existing equipment; makes recommendations and oversees fleet services purchases including materials, parts, equipment, and tools; records and provides charge back information to the fiscal division; prepares purchase orders.

5% +/- 2%

- Assesses fleet services' effectiveness and efficiency; identifies best business practices; maintains policies and procedures manual; assures safe work practices and compliance with all local, state, and federal regulatory requirements; identifies and directs corrective actions; implements strategic policy and administrative changes to maximize use of resources and achieve goals and objectives.

5% +/- 2%

- Directs and oversees various programs including the County Fuel Card program and County GPS program; logs, tracks, and documents County vehicle license plates and maintains titles; oversees auction and disposal of all obsolete County vehicles and equipment; manages repairs of the Homeland security trailers for the Department of Justice Affairs.

10% +/- 5%

- Performs related administrative responsibilities; prepares various reports, records, and other documents; responds to emails and phone calls; attends various trainings and meetings; remains on-call 24 hours a day to respond to emergency or urgent situations.

Minimum Training and Experience Required to Perform Essential Job Functions

- Associate degree in business administration, industrial management, automotive technology, or related field and six (6) years of auto mechanics experience; or an equivalent combination of education, training, and experience.
- Automotive Service Excellence (ASE) Master Automotive Technician Certification in auto mechanics and Medium/Heavy Duty Truck; or equivalent.
- Valid driver's license and proof of automobile insurance.

Additional Requirements

- Must obtain and maintain a Class "B" Underground Storage Tank (UST) Operator Certification within six (6) months of hire date.
- Must obtain an EPA Section 609 MVAC Certification within six (6) months of hire date.

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.
- Ability to operate various motor vehicles including automobiles, vans, and pick-up trucks.

Fleet Services Manager

- Ability to utilize automobile diagnostic and maintenance equipment, tools, and supplies.
- Ability to crawl, crouch, bend, twist, and lift, push, or pull up to 50lbs.

Technology Requirements

- Ability to operate a variety of software including email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), and word processing software (Microsoft Word), database software (Infor Lawson, Excel), and vehicle tracking system (Geotab).

Supervisory Responsibilities

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

Mathematical Ability

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

Language Ability & Interpersonal Communication

- Ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including invoices, vehicle repair work orders, preventative maintenance schedules, attendance reports, leave request forms, purchase orders, vehicle mileage sheets, inventory reports, drawings, forms, proposals, plans, certifications, and reports.
- Ability to comprehend a variety of reference books and manuals including reference manuals, ORC, ODOT manuals, policy manuals, service and repair manuals, union contracts, catalogs, specifications, standards, guidelines, and codes.
- Ability to prepare Council actions, contract modifications, certifications, memos, correspondence, agreements, performance evaluations, grievance forms, fuel reports, monthly mileage reports, inspections, reports, plans, estimates, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to supervise, convince, and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret mechanical and basic accounting terminology and language.
- Ability to communicate effectively with staff, department directors, vendors, suppliers, dealers, other County departments and employees, and the general public.

Fleet Services Manager

Environmental Adaptability

- Work is typically performed in a maintenance garage environment.
- Work may involve exposure to strong odors, smoke, electrical currents, noise extremes, vibrations, and machinery.

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

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Manager, Loan Portfolio	Class Number:	21002
FLSA:	Exempt	Pay Grade:	14A
Dept:	Development	EXHIBIT C	

Classification Function

The purpose of this classification is to manage and oversee the County Department of Development's economic development loan portfolio servicing, compliance, and maintenance of County loans across various programs, and to supervise lower-level staff.

Distinguishing Characteristics

This is a supervisory level classification with responsibility for managing Cuyahoga County Department of Development's ("DoD") economic development loan portfolio and servicing functions for all County DoD-originated economic development loans. This class works under the direction from the department's director and deputy director. The employee works within a framework of established regulations, policies, and procedures and is expected to use judgment in performing work.

Essential Job Functions

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

- 30% +/- 10%
- Oversees the Cuyahoga County DoD's economic development loan portfolio and servicing functions for all County DoD-originated economic development loans; reviews all loan documentation and data for accuracy; serves as the system administrator of the loan servicing system; enters loan terms and information into the loan servicing system; works with existing borrowers after the loan closing date to address the borrower's requests and compliance; answers borrowers' questions; collaborates with the Assistant Law Director to facilitate and memorialize post loan settlement requests; develops, implements, and enforces compliance with the loan portfolio policies & procedures manual; reviews all borrower requests for reimbursement to ensure loan covenants have been satisfied prior to disbursement of funds; coordinates with the Fiscal Department regarding the loan portfolio for purpose of ensuring account reconciliation; reviews and signs all economic development disbursement packets before sending to Director of Development for final approval.
- 25% +/- 10%
- Supervises and directs work of assigned staff; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; provides training and instructions; evaluates employee performance; conducts and facilitates staff meetings; responds to employee questions, concerns, and problems; approves employee timesheets and leave requests and completes related documentation; develops unit work plans and work performance standards. recommends personnel actions including selection, promotion, transfers, discipline, or discharge.
- 20% +/- 10%
- Administers a transparent outreach strategy to the borrower; attempts to recover payment, reasons for non-repayment, and securities involved per original loan agreement; discusses with the borrower potential loss mitigation options; collaborates with department's director and deputy director to determine and recommend appropriate loan and/or other appropriate loan adjustments; mitigates

Manager, Loan Portfolio

exposure to high risk borrowers; reaches agreement on loan terms resulting from previous errors and/or ambiguous language within loan documents.

15% +/- 5%

- Coordinates all reporting and program metrics and activities regarding the economic development loan portfolio; generates and reviews portfolio status reports; identifies delinquency aging; executes early intervention strategies for delinquent borrowers.

10% +/- 5%

- Leads continuous improvement initiatives for the loan portfolio program to improve efficiency and productivity; conducts composite portfolio studies such as aging of loans, default rates within portfolios, delinquency studies, and projected annual revenue from repayments to allow for future budgeting; presents improvement initiatives to the director and deputy director; implements the initiatives.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in finance, accounting, economics, or related field with five (5) years of finance management or public finance experience; or any equivalent combination of education, training, and experience.

Additional Requirements

- No special license or certification is required.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

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

Technology Requirements

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

Supervisory Responsibilities

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

Mathematical Ability

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

Language Ability & Interpersonal Communication

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including financial and accounting documents, loan contracts, loan reimbursement draw requests, timesheets, borrower financial statements, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including the Ohio Revised Code and the Employee Handbook.
- Ability to prepare semi-annual reports, annual reports, loan satisfaction, financial reporting, various projections, loan documentation, memorandums, correspondence, invoices, 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 accounting, legal, and loan terminology and language.
- Ability to communicate with Council members, employees, management, supervisor, borrowers, attorneys, 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.

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Morgue Technician	Class Number:	12201
FLSA:	Non-Exempt	Pay Grade:	5A
Dept:	Medical Examiner's Office	EXHIBIT D	

Classification Function

The purpose of this classification is to complete a variety of duties facilitating the receipt and release of bodies in the Medical Examiner's Office (MEO).

Distinguishing Characteristics

This is an entry level classification that works under direct supervision from the Supervisor, Morgue Technician. Positions in this class initially receive immediate supervision, progressing to general supervision as the incumbents become able to work independently to perform the duties associated with this class. Incumbents perform recurring tasks using standard methods and techniques and work within a well-defined framework of policies, procedures, laws, 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%
- Receives and releases decedents into the Medical Examiner's Office; ensures correct identification case numbers for decedents are in the case management system; photographs decedents with accompanying case number identification; takes photographs and records external identification characteristics of deceased persons (e.g. height, weight, etc.); removes, catalogs, and secures decedents' clothing, property, and medications according to established procedures; draws blood, urine, and vitreous samples for toxicology; collects and documents specimens from police departments; ensures receipt of proper authorizations for decedent to be released; records release of body documentation into case management system.
- 25% +/- 10%
- Receives calls and emails regarding deaths for County MEO office from medical personnel, police, fire/EMS, or other individuals regarding death reports; obtains information regarding circumstances of decedent's death; enters information into case management system; determines if case is within County Medical Examiner's jurisdiction; dispatches livery crews as appropriate; releases and reports deaths to funeral homes and tissue recovery partners.
- 20% +/- 10%
- Prepares decedents for viewings for family or MEO personnel; checks case management system for bodies that need to be viewed; retrieves decedent and prepares for pathologist to view; moves body into various positions as needed by pathologist; collects fluid and DNA samples for non-autopsy cases using appropriate needles/syringes and labels samples; prepares decedents for viewing in family viewing cooler; facilitates family viewings by pulling back curtain; completes appropriate identification forms based on outcome of family viewings.
- 15% +/- 5%
- Performs cleaning and maintenance of department equipment and vehicles; maintains proper hygiene standards for workstation and wardrobe; sanitizes carts after a decedent is released; cleans and sanitizes coolers, floors, and walls upon contamination; washes County vehicles.

Morgue Technician

5% +/- 2%

- Performs related administrative responsibilities; prepares various reports, records, and other documents; responds to emails and phone calls; attends various trainings and meetings; communicates with family members, pathologists, law enforcement personnel, funeral homes, hospitals, and investigators; coordinates with disaster response team and inventories safety equipment and supplies.

Minimum Training and Experience Required to Perform Essential Job Functions

- High school diploma or equivalent and one (1) year of experience in death investigation, forensic investigation, paramedic, emergency medical technician, embalming, morgue facilities, or related experience; or any equivalent combination of education, training, and experience.

Additional Requirements

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

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

- Ability to operate a variety of automated office machines and equipment including computer, multifunction printer, and peripheral equipment; ability to use camera equipment, pill counter machine, and body lift.
- Ability to stand and walk for a prolonged period of time, crawl, crouch, bend, twist, and ability to push and pull up to 300 or more lbs. (with assistance).

Technology Requirements

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

Supervisory Responsibilities

- No supervisory responsibilities required.

Mathematical Ability

- Ability to add, subtract, multiply, divide, 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 established standards to recognize interactive effects and relationships.
- Ability to comprehend a variety of informational documents including records of bodies received, clothing lists, toxicology/laboratory specimen forms, morgue handling fees, x-rays, emergency department call sheets, and funeral home documentations.

Morgue Technician

- Ability to comprehend a variety of reference books and manuals including employee handbook, medical terminology book, and policies and procedures manuals.
- Ability to prepare specimen forms, evidence forms, first call sheets, logs, conveyance records, vital statistics reports, death report calls, 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 medical and legal terminology and language.
- Ability to communicate and to develop and maintain effective working relationships with family members, funeral homes/directors, law enforcement personnel, doctors, departmental employees, and administrators.

Environmental Adaptability

- Work is performed in a morgue facility.
- Work may involve exposure to strong odors, toxic or poisonous agents, 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

Class Title:	Supervisor, Justice System Advocate	Class Number:	13183
FLSA:	Exempt	Pay Grade:	12A
Dept:	Public Safety and Justice Services	EXHIBIT E	

Classification Function

The purpose of this classification is to supervise staff and coordinate the daily operations of a Justice System Advocate unit at the Witness Victim Service Center.

Distinguishing Characteristics

This is a supervisory level classification with responsibility for coordinating and supervising a Justice System Advocate unit at the Witness Victim Service Center. This position works under the direction of the Manager, Witness Victim Services. The incumbent works within and 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.

- 65% +/- 10%
- Supervises and directs work of Justice System Advocates and other assigned staff; assigns advocacy cases; 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.
- 20% +/- 10%
- Coordinates the daily operations of a Justice System Advocate unit at the Witness Victim Service Center; reviews new case assignments and prepares court dockets; integrates multiple client advocacy systems; collaborates with internal staff and external partners about cases and services; compiles data and statistics; prepares unit reports.
- 15% +/- 5%
- Performs related administrative responsibilities; prepares various reports, records, and other documents; responds to emails and phone calls; attends various trainings and meetings; develops, implements, and recommends policy and procedures; researches and analyzes current trends and best practices; attends court proceedings; responds to client complaints, emergencies, and concerns; trains agencies and court, hospital, and university officials and personnel on domestic violence and/or other crimes or victim rights issues.

Minimum Training and Experience Required to Perform Essential Job Functions

Supervisor, Justice Systems Advocate

- Bachelor's degree in psychology, social work, sociology, public administration, organizational development or related field with three (3) years of supervisory experience in a social service setting OR six (6) years of experience working directly with victims of crime; or any equivalent combination of education, training, and experience

Additional Requirements

- No special license or certification required.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

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

Technology Requirements

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

Supervisory Responsibilities

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

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 attendance records; internal case management reports, and external source reports, including court dockets, police reports, homicide reports, and trial reports.
- Ability to comprehend a variety of reference books and manuals including Victims of Crime Rights, Federal Violence Against Women Act (VAWA) Guidelines, the Employee Handbook, and Ohio Revised Code.

Supervisor, Justice Systems Advocate

- Ability to prepare internal case management reports, external source reports, daily calendar of case assignments, correspondence, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to manage the work of other employees, to counsel and advise administrators, to convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret legal, mental health, and counseling , and basic medical terminology and language.
- Ability to communicate with law enforcement, prosecutors, victims, victims' representatives, other County employees, and community partners.

Environmental Adaptability

- Work is typically performed in an office environment.
- Work may involve exposure to violence, defendants of violent crimes, and victims of violent crimes.

Supervisor, Justice Systems Advocate

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CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Supervisor, Morgue Technician	Class Number:	12202
FLSA:	Non-Exempt	Pay Grade:	8A
Dept:	Medical Examiner's Office	EXHIBIT F	

Classification Function

The purpose of this classification is to supervise staff and participate in a variety of duties facilitating the receipt and release of bodies in the Medical Examiner's Office (MEO).

Distinguishing Characteristics

This is a supervisor level classification. Employees in this classification receive general supervision from the Manager, Morgue Operations and are expected to exercise discretion in applying goal and policy statements, in resolving any of the unit's service delivery problems, and in supervising assigned staff. Incumbents perform recurring, well-precedented duties using standard methods and techniques, and exercise discretion in following protocol, procedures, laws, and regulations in the performance of duties. This classification differs from the Morgue Technician in that it supervises the latter and performs the more complex work of the unit.

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

- 20% +/- 10%
- Receives and releases decedents into the Medical Examiner's Office; ensures correct identification case numbers for decedents are in the case management system; photographs decedents with accompanying case number identification; takes photographs and records external identification characteristics of deceased persons (e.g. height, weight, etc.); removes, catalogs, and secures decedents' clothing, property, and medications according to established procedures; draws blood and urine samples for toxicology; collects and documents specimens from police departments; ensures receipt of proper authorizations for decedent to be released; records release of body documentation into case management system.

- 20% +/- 10%
- Receives calls regarding deaths for County MEO office from medical personnel, police, fire/EMS, or other individuals regarding death reports; obtains information regarding circumstances of decedent's death; enters information into case management system; determines if case is within County Medical Examiner's jurisdiction; dispatches livery crews as appropriate.

Supervisor, Morgue Technician

5% +/- 2%

- Performs cleaning and maintenance of department equipment and vehicles; maintains proper hygiene standards for workstation and wardrobe; sanitizes carts after a decedent is released; cleans and sanitizes coolers, floors, linens, and walls upon contamination; washes County vehicles.

20% +/- 10%

- Performs Property Department duties as well as related administrative responsibilities; prepares various reports, records, and other documents; responds to emails and phone calls; attends various trainings and meetings; inventories department supplies; prepares purchase orders as needed; communicates with family members, pathologists, law enforcement personnel, funeral homes, hospitals, and investigators; coordinates with disaster response team and inventories safety equipment and supplies; works in the property room inventorying, securing, and releasing personal items/property of the deceased.

Minimum Training and Experience Required to Perform Essential Job Functions

- High school diploma or equivalent and five (5) years of experience in death investigation, forensic investigation, paramedic, emergency medical technician, embalming, morgue facilities, or related experience; or an equivalent combination of education, training, and experience.
- Valid driver's license and proof of automobile insurance.

Additional Requirements

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

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

- Ability to operate a variety of automated office machines and equipment including a computer and multifunction printer; ability to use camera equipment, body lift, ventilation, and pill counter machine.
- Ability to stand and walk for a prolonged period of time, crawl, crouch, bend, twist, and ability to push and pull up to 300 or more lbs. (with assistance).

Technology Requirements

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

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 and to act on employee problems.
- Ability to solve and act on employee problems.
- Ability to recommend the transfer, selection, evaluation, or promotion of employees.

Supervisor, Morgue Technician

- Ability to recommend and act on the discipline or discharge of employees.

Mathematical Ability

- Ability to add and 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 established standards to recognize interactive effects and relationships.
- Ability to comprehend a variety of informational documents including clothing lists, toxicology/laboratory specimen forms, Life Banc forms, biohazard forms, morgue handling fees, x-rays, discharge summaries, and funeral home release documentation.
- Ability to comprehend a variety of reference books and manuals including records of bodies received, medical terminology book, Employee Handbook, and computer manuals.
- Ability to prepare specimen forms, evidence forms, first call sheets, logs, conveyance records, vital statistics reports, supply forms, daily form, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to supervise and counsel employees, to convince and influence others, record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret basic medical and legal terminology and language.
- Ability to communicate and to develop and maintain effective working relationships with employees, family members, funeral homes/directors, families, police personnel, doctors, departmental employees, and administrators.

Environmental Adaptability

- Work is performed in a morgue facility.
- Work may involve exposure to strong odors, toxic or poisonous agents, disease, and bodily fluids.

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CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Volunteer Coordinator	Class Number:	10231
FLSA:	Non-Exempt	Pay Grade:	8A
Dept:	All Departments	EXHIBIT G	

Classification Function

The purpose of this classification is to develop and implement all aspects of a volunteer service program, oversee and coordinate volunteers, promote public awareness of assigned County department, plan and oversee fundraisings events, and seek donations and sponsorships.

Distinguishing Characteristics

This is an entry-level classification responsible for overseeing and coordinating the volunteer service program for an assigned department. This class works under general supervision and is responsible for supervision of volunteers. Employees ensure 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.

- 30% +/- 10%
- Develops and implements all aspects of a volunteer program for a County department; assesses volunteer needs; develops and implements volunteer recruitment plan; develops promotional campaigns to increase the number of volunteers; collects and analyzes statistics on volunteers to improve volunteer program; prepares reports on the nature, extent, and value of volunteer services; serves as a liaison between administration, staff, and volunteers.

- 30% +/- 10%
- Plans, coordinates, and executes events to increase public awareness, generate funds, and increase public support for programs; creates and updates event platforms and donation/sponsorship websites; networks with businesses, celebrities, and the general public to generate funds and sponsorships; assists in maintaining program website and volunteer social media pages; assists in development and implementation of public service announcements, advertising, outreach tables, and displays; assists in design and distribution of literature; makes public and media appearances for communicating the department's policies, mission, needs, and volunteer opportunities; seeks to increase financial support through multiple avenues including donations, sponsorships, grants, etc.; develops and maintains relationships with partnering organizations; prepares expense reports; reviews vendor contracts; acquires proper licenses and permits for events; .

- 30% +/- 10%
- Oversees and coordinates the work of volunteers; conducts orientation and training for new volunteers; assigns work and reviews completed work assignments; provides support and direction to volunteers; creates and makes updates to the new volunteer orientation and training videos and manuals.

- 10% +/- 5%
- Performs related administrative responsibilities; prepares various reports, records, and other documents; responds to emails and phone calls; prepares and maintains volunteer training manuals;

Volunteer Coordinator

assists with organizing, creating, and updating records and resource inventory; may assist with overseeing expenditure of donations; may assist with forecasting needed funds for volunteer program.

Minimum Training and Experience Required to Perform Essential Job Functions

- Associates Degree in business, marketing, public relations, or related degree and two (2) years of event coordinator, volunteer recruitment, or related 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 computer and multifunction printer
- Ability to stand and walk for prolonged periods of time, bend, twist, and push, pull, and lift up 50 pounds with or without assistance.

Technology Requirements

- Ability to operate a variety of software including email software (Microsoft Outlook), spreadsheet software (Microsoft Excel), and word processing software (Microsoft Word), database software (Google Drive, Pet Point, Donor Perfect, etc.), and graphic design platform (Canva).

Supervisory Responsibilities

- Ability to assign, review, plan, and coordinate the work of other employees and volunteers.
- Ability to provide instruction and training to other employees and volunteers.

Mathematical Ability

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

Language Ability & Interpersonal Communication

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing such established criteria to define consequences and develop alternatives.
- Ability to comprehend a variety of informational documents including weekly, monthly, and annual reports, volunteer applications, statistical reports, waivers, vendor contracts, invoices, and other reports and records.

Volunteer Coordinator

- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, department specific manuals and guidelines, department Liability Waiver for volunteers, Ohio Revised Code, and training manuals.
- Ability to prepare correspondence, event proposals, licensing permits, event sheets, sponsorship lists, donation and solicitation letters, donor reports, volunteer hours, volunteer reports, weekly newsletter, work schedules, pamphlets, flyers, brochures, public service announcements, trip documentation, department activity reports, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret marketing terminology and language.
- Ability to communicate effectively with media personnel, supervisor, co-workers, volunteers, external vendors, other County employees, and the general public.

Environmental Adaptability

- Work is typically performed in an office environment and in environments specific to assignment (e.g., animal shelter, etc.).
- Work may involve exposure to environmental variables specific to work assignment (e.g., animals, strong odors, dust, pollen, noise extremes, wetness, humidity, weather extremes, temperature extremes, diseases, and bodily fluids).

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CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	ERP Financial Systems Lead	Class Number:	16332
FLSA:	Exempt	Pay Grade:	16B
Dept:	Information Technology	EXHIBIT H	

Classification Function

The purpose of this classification is to provide support and governance to appropriately analyze, vet, prioritize, and implement incoming Enterprise Resource Planning (ERP) Financial System projects, modifications, or corrections.

Distinguishing Characteristics

This is an advanced journey level classification that works under direction from the ERP Director. The employee in this class is expected to exercise discretion in applying general goal and policy statements, resolving organizational and service delivery problems, and leading projects. The employee in this class is also responsible for participating in establishing and enforcing the policies and procedures of the division. This class requires extensive knowledge and experience of ERP Financial Systems and business processes.

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.

25% +/- 10%

- Collaborates and coordinates across the comprehensive ERP business and IT teams inclusive of all Procurement and Diversity, Human Resources, Public Works Departments, and other department's end users; drives the ERP support, system enhancements, upgrades, and modifications; identifies, creates, and analyzes financial system metrics to obtain trends and patterns to identify process and system opportunities; recommends and implements process improvement/reengineering initiatives to ensure the optimal utilization of the ERP across the Fiscal Department and end user community; adheres to management of ERP governance process for the financial modules in compliance and accordance with County policies, procedures, and standards as well as with State and Federal Requirements; provides regular status reports and metrics to the ERP Program Manager; serves as a liaison between the Fiscal Department business areas (including: budget, grants, general accounting, and treasury) and the IT Department.

25% +/- 10%

- Leads the Financial ERP business configuration, testing, communication, training, and support and ensures alignment with required business specifications; executes and manages ERP Financial modules, end user support, new features, new functionality, integrations, and reporting requirements; works directly with the fiscal teams, IT, and ERP leadership; handles and closes help desk tickets (incidents/system enhancements); identifies and troubleshoots issues and takes appropriate actions to resolve them at various levels of support; manages Financial testing efforts for the ERP implementation, enhancements, and modifications as defined by the ERP Program Manager.

15% +/- 10%

- Manages and supports product and project related tasks to ensure they are completed on time and within budget; monitors and requests resource allocation to ensure needed resources are available and accounted for.

15% +/- 10%

- Connects Financial ERP process priorities to the integrated ERP organizational strategy and goals; participates in the strategic business/planning with Fiscal Department and IT inclusive of account and financial requirement and reporting standards, end to end fiscal processing, integration with financial institutions and other modules such as procurement; maintains an in-depth knowledge of financial core business processes, best business practices, objectives, procedures, and policies specific to the County.

10% +/- 5%

- Assists in developing project infrastructure for the team (i.e. templates, project management methodology and execution); assists in the development of project plans, goals, strategy, staffing, scheduling, identification of risks, issues, and contingency plans; coordinates and executes project activities to ensure projects progress is on schedule; monitors project results against objectives, milestones, and scope; develops and executes solution testing, training, and communications; obtains project signoff of completion and appropriately closes out all associated activities for the Fiscal Department; proactively identifies issues and takes appropriate action to resolve the issues.

10% +/- 5%

- Coordinates testing with end users, technology vendor, and peers supporting other ERP business areas; ensures orderly, accurate, and timely completion of all required test scripts as necessary to ensure the business needs of each area of the Fiscal Department are addressed.

Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor's degree in finance, accounting, business administration, information technology, or related field with five (5) years of application configuration, analytics and/or support experience related to an ERP financials (GL, AP, AP, Fixed Assets), grants management Fiscal Module, including two (2) years of related project management experience; 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.

Mathematical Ability

- Ability to perform standard and advanced mathematical equations as they apply to the ERP financial applications.

Language Ability & Interpersonal Communication

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

- Ability to comprehend a variety of informational documents including report requests, layout specifications, configuration specifications, software specifications, source materials, requests for proposals, various standard reports (i.e. - accounting, procurement, budget, expense, finance, treasury, grant, and asset management reports), and other reports and records.
- Ability to comprehend a variety of reference books and manuals including computer software manuals, hardware manuals, Ohio Revised Code, State and Federal requirements, and personnel policy manuals.
- Ability to prepare business process flow charts, program data forms, procedure manuals, department reports, training documentation, functional specifications, correspondence, timesheets, performance appraisals, various standard reports (i.e. - accounting, procurement, budget, expense, finance, treasury, grant, and asset management reports), and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to evaluate and improve practices and procedures according to guidelines, standards, and goals.
- Ability to use and interpret accounting, computer hardware, and computer software terminology and language.
- Ability to communicate effectively with directors, managers, supervisors, IT employees, other County employees, and external vendors.

Environmental Adaptability

- Work is typically performed in an office environment.

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CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Web Maintenance Technician	Class Number:	16021
FLSA:	Non-Exempt	Pay Grade:	6B
Dept:	Information Technology	EXHIBIT I	

Classification Function

The purpose of this classification is to provide web maintenance services for the County using technologies that conform to the Information Technology Department standards.

Distinguishing Characteristics

This is an entry level classification responsible for updating website content including text and images, using web content management software. This class works under general supervision of the Administrator, Web & Applications Development. Positions at this level initially receive direct supervision, moving toward general supervision as experience and knowledge of the unit operations and procedures is gained. The web maintenance technician is distinguished from the designer series where this class is responsible for basic web page updates versus creating and building websites and implementing front end design.

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%
- Updates websites for County agencies; meets with clients or exchanges emails to determine web update requirements; uses various back-office applications to update data for internal or external websites; enters data into Content Management Software (CMS).
- 40% +/- 10%
- Follows maintenance procedures for receiving, processing, and completing web maintenance requests; makes PDF forms interactive; adds and deletes pages; updates newsletters and press releases; creates and updates calendars and events; adds video and audio links to websites; updates HTML code and edits photos and images using Adobe Photoshop or software.
- 10% +/- 5%
- Troubleshoots and debugs errors on web pages; updates and saves files to Portable Document Format (pdf); directs related IT problems to the correct IT support staff.
- 10% +/- 5%
- Performs administrative duties to support the department; meets with web designers for general guidance on tasks, priorities and assignments, provides answers to inquiries from County departments

Minimum Training and Experience Required to Perform Essential Job Functions

- High school diploma or equivalent and one (1) year of experience that includes website maintenance and various software used for website design and graphical editing software (e.g., Adobe Photoshop), or an equivalent combination of education, training, and experience.

Additional Requirements

- No special license or certification is required.

Web Maintenance Technician

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 tools including web content management software (Sitefinity or similar CMS), email software (MS Outlook), graphics editing software (Adobe Photoshop), presentation software (MS PowerPoint), spreadsheet software (MS Excel), and word processing software (MS Word).

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 requests to post various departmental documents to their website, calendars, and webpage programming code.
- Ability to comprehend a variety of reference books and manuals including websites, computer software manuals, the Employee Handbook, webstyle guide, and books regarding website design.
- Ability to prepare timesheets, website documentation, status reports, forms, correspondence, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret computer code terminology and language.
- Ability to communicate with a variety of individuals within and outside the Department including client users, peers, supervisor, consultants, Network Engineers, photographers, and work groups members.

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.