

# POSITION DESCRIPTION

Gallia County Department of  
Job and Family Services

BARGAINING UNIT Classification Series:

- ☐ Account Clerk (165)  
☐ Employment Services (642)  
☐ Eligibility Referral (172)  
☐ Child Support (262)

NON-BARGAINING UNIT:

- ☐ Confidential ☐ Supervisor ☒ Administrator

POSITION CONTROL NUMBER  
12001.0

CLASS TITLE  
PROGRAM ADMINISTRATOR

- ☒ FULL-TIME ☒ PERMANENT ☒ CLASSIFIED OVERTIME:  
☐ PART-TIME ☐ TEMPORARY ☐ UNCLASSIFIED ☒ ELIGIBLE  
☐ INTERMITTENT ☐ EXEMPT

- ☒ NEW POSITION  
☐ CHANGE/UPDATE POSITION  
☐ RECLASSIFIED POSITION

USUAL WORKING TITLE OF POSITION

**Program Administrator**

CLASSIFICATION OF POSITIONS DIRECTLY SUPERVISED:

All Supervisor Classification Series

NORMAL WORKING HOURS (Explain unusual or rotating shift) – Hours depend upon assign location/program(s)

7:00 AM TO 5:00 PM M-Th, OR 8:00 AM TO 4:00 PM M-F, OR 9:00 AM TO 5:00 PM M-F (Unusual hours consist of occasional overtime, in mornings/evenings and/or weekends based on assigned work deadlines, related events, training, etc.)

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
90%	<p>Organizes, directs and/or completes the development, planning, implementation and monitoring of assigned programs to ensure compliance with state, federal and local laws and regulations; Implements programs; Monitors various client service programs to assure that desired outcomes are being produced and that performance measures are being met; Assists in writing and developing agency contracts and other agency related documents; Manage agency operations at a satellite office as assigned; Works with other administrators to assist auditors/monitors, complete corrective action plans and operate programs within budget. Provides technical assistance and training to supervisors and other agency employees, may provide back-up to supervisors in their absence. Evaluates, writes and develops contracts, plans, and other related agency documents. Serves as liaison between agency director and contractual parties. Monitors contract regular intervals to evaluate effectiveness and success of contracts as well as detecting deficiencies and the need for modifications. Civil rights, EEOC, OMJ Center, RMS Coordinators. Manages social media outreach. Works with Administrative team in the planning, implementation, marketing and administration of agency programs and financial wellbeing, developing routine procedures as needed to ensure efficiency &amp; effectiveness of operations to maintain within the parameters established under State, Federal &amp; local laws, rules &amp; regulations. Confers with supervisors to properly meet</p>	<p><b>Knowledge of:</b> supervision, grant management, budgeting, human relations, agency policies &amp; procedures, interviewing, Public Assistance rules &amp; regulations, human resource relations, human relations, office practices &amp; procedures, agency policies &amp; procedures, program rules/regulations, government structure &amp; process, law (re: confidentiality &amp; public records, Public Assistance Programs (e.g.: SNAP, CASH, TANF, MEDICAID, WIOA, CSEA, etc.)), Child Protective Services, counseling, interviewing. <b>Skills in:</b> human resources, accounting, typing, proficient use of personal computer programs (e.g.: WORD, Excel, Chrome, Internet Explorer, Yahoo, Google, etc.), proficiency in State network programs (e.g.: Novell, GroupWise, OB, OWCMS, SETS, SACWIS, etc), office equipment use (e.g.: phone, calculate, copier, fax scanner,, etc.); <b>Ability to:</b></p>

program and fiscal goals, objectives & priorities (e.g.: interprets, implements, plans, develops, controls & directs policy & procedure to achieve defined objectives with maximum efficiency & effective administration of grants; provides oversight & direction to subordinate staff to ensure policies & procedures remain in compliance with Federal, State & local laws, rules & regulations; keeps administrative team properly informed & alerts to potential problems). Authorizes agency forms as assigned or authorized. Confers with appropriate staff to ensure coordination of effort to maximize programmatic goals with grant availability through proper & accurate RMS reporting. Provides oversight to supervisors. Hosts & coordinates meetings; coordinates special program or employee events as assigned.

Develops, maintains & provides reports regarding staff performance & provision of services on regular basis. Provides direct supervision of assigned personnel to ensure that policies & procedures are carried out in accordance with State, Federal & local rules & regulations (e.g.: observes, analyzes & plans work, monitors work flow & assigns duties, conducts staff meetings, instructs, schedules for training &/or trains staff in established procedures, develops training (e.g.: creates training program & materials for transfer of learning of subject, administers testing method to ensure comprehension, notes success & failure of trainees & addresses appropriately), maintains records of staff performance & observed work behaviors, utilizes records to evaluate employee performance to ensure evaluation is timely per applicable rules, accurately reflects documented performance & behavior, promotes communication, mentoring & development of staff; recommends & administers discipline (e.g.: verbal, written, suspension, dismissal) to affect positive change when appropriate following established disciplinary procedures, provides adjustments & solutions to grievances at the supervisory level in accordance with the Personnel Policy Manual (PPM) and Collective Bargaining Agreement (CBA), recommends & administers rewards to recognize positive staff performance, receives reports of & investigates accidents/injuries, ensures proper notification occurs & forms are completed per policy, recommends approval or denial of leave requests, keeps Management Team properly informed of employee concerns & needs). Participates in Interview Teams as assigned (reviews resume(s), when requested, providing input in interview selections, provides input on interview questions, interviews applicants, participates in discussion & makes recommendation for hire, transfer, promotion & assignment). Provides input as requested or assigned regarding staffing needs relative to layoffs, job abolishment & recall). Testify at hearings & in court as subpoenaed or assigned.

Assists Director with administrative tasks, clerical tasks, and major work duties. Participates in development of agency wide policies and programs. Assists Director in employee relation functions. In absence of Director, substitutes at meetings, answers inquiries from commissioners and/or other agencies. Fills special requests for Director and makes operational decisions in conjunction with other Administrator(s) when Director is not present. Performs public relations functions. Attends conferences, meetings & training sessions as assigned & conducts meetings & training sessions & makes presentations as needed. Answers inquiries from the public & other providers as allowed by law or rule.

supervise teams, recognize unusual or threatening conditions & take appropriate action, create and carry out instructions in written, oral or picture form, deal with problems involving several variables in familiar context, apply principles to solve practical, everyday problems, define problems, collect data, establish facts & draw valid conclusions, calculate fractions, decimals & percentages, create & complete routine forms, maintain accurate records, originate routine business letters reflecting standard procedures, understands manuals & verbal instructions, technical in nature, use proper research methods in gathering data, gather, collate & classify information about data, people, or things, cooperate with coworkers on group projects, handle sensitive inquiries from & contacts with officials & general public, develop good rapport with customers, handle as well as adapt to change, (i.e., constant change in program, systems, situations, etc.), define problems, collect data, establish facts & draw valid conclusions, recognize unusual or threatening conditions & take appropriate action, carry out written or oral instructions, deal with problems involving several variables in unfamiliar context, define problems, collect data, establish facts & draw valid conclusions, complete routine forms, maintain accurate records, use research methods in gathering data, answer complex telephone inquiries from the general public, handle sensitive inquiries from & contacts with officials & general public, read, copy & record data accurately, create materials accurately & recognize grammatical & spelling errors. Conducts one's self with courtesy, respect and consideration towards the public and coworkers always. Ability to work with others. Demonstrates regular, punctual and predictable attendance. Maintain valid Ohio driver's license & insurability through County liability coverage. Meet Federal and State requirements regarding system(s) security (such as requirements concerning FTI, HIPPA, etc.). Completes necessary overtime to assure duties are completed timely. Position requires employee to be bonded. Must be a notary within one year after acceptance of position.

10% All other duties as assigned by the Director.

**MINIMUM CLASS REQUIREMENTS:** (including license, if any) Bachelor Degree (or higher) with core coursework in one of the following: human services; social services; education; business administration; public administration, (or equivalent field of study), two years of supervisory experience, grant writing experience, personnel policy writing experience, (or equivalent mixture of educational degree focus, work experience and/or related Certifications). Acceptable "equivalent" is at the sole discretion of the Agency.

SIGNATURE OF AGENCY DIRECTOR/ADMINISTRATOR:



DATE

11/26/2024

FOR BARGAINING UNIT POSITIONS:

PROVIDED COPY TO CHIEF UNION STEWARD ON:

\_\_\_\_\_ Date BY: ☐ Email ☐ Hand Delivered

N/A

SIGNATURE OF AGENCY REPRESENTATIVE