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| **CLASSIFICATION TITLE**:  Services Supervisor | **CLASS NUMBER:**  VS02 | **FLSA:**  Non-Exempt |
| **AGENCY/DIVISION**:  Veterans Service Commission | **JOB TYPE:**  Full Time, Classified | **PROBATION PERIOD:**  180-Day |
| **BARGAINING UNIT:**  Non-Bargaining | **PAY GRADE:**  N15 | **POSITION CONTROL #:**  530101/530100 |
| **POSITION LOCATION:**  Memorial Hall, 280 E Broad St., Room 100  Columbus, OH 43215 | **TYPICAL WORK SCHEDULE:**  Monday – Friday 8:00 AM – 4:30 PM | **SUPERVISOR:**  Assistant Director, Services |
| **JOB TITLE OF THOSE DIRECTLY SUPERVISED:**  Veterans Benefits Specialists   |  |  | | --- | --- | |  |  | | | |

# CLASSIFICATION PURPOSE:

# The primary purpose of the Services Supervisor classification is to provide supervision and oversight to assigned staff ensuring adherence to quality standards, deadlines, and proper procedures; corrects errors. Advises and assists persons in the Armed Forces of the United States, veterans, spouse, surviving spouses, parents and dependents of an active duty member or veteran regarding various questions pertaining to benefits, claims, data and correspondence.

# JOB DUTIES:

Provides supervision and oversight to assigned staff. Reviews, assigns, and prioritizes work. Reviews and approves staff reports. Provides direction and advice on cases. Oversees staff adherence to state laws, regulations, and guidelines. Ensures compliance with program goals in accordance with the mission of the Agency and other personnel policies. Provides professional and technical assistance. Reviews and approves payroll related documents. Recommends and approves training attendance and requirements. Participates and interviews and recommends selecting staff for vacant positions. Evaluates assigned staff job performance and conformance to regulations and recommends appropriate personnel action. Discusses job performance with assigned staff in order to identify issues and works on resolving those issues.

Improves department efficiency through policy/procedure review. Stays current on all changes relating to assigned staff duties and responsibilities. Monitors and complies with the Ohio Revised Code, including changes, and coordinate training requirements pertaining to the Agency’s mission. Provides ongoing training to employees. Ensures staff response to client inquiries and issues.

Attends various community/veteran/military functions in support of agency goals and objectives; promotes the services of the Agency at various community and professional group functions; assists with other outreach programs as needed; attends schools with the National, State, and Veterans Service Organizations to maintain required certifications and/or accreditations.

Leads, coaches, develops, and retains staff. Identifies strengths of assigned staff and practices strength-based management in order to encourage employee development. Continues self-development initiatives.

Maintains regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

# MAJOR WORKER CHARACTERISTICS:

Knowledge of modern computer skills and computer applications, including but not limited to Microsoft Office; veterans service laws and/or regulations; agency training policies and procedures; public relations; office practices and procedures; records management; human relations; case management; social services policies, programs, rules, and regulations. Skill in computer and modern office equipment operation; operation of a motor vehicle; time management; effective communication via telephone and face-to-face communication with all levels of County and outside agency personnel and all types of individuals, including those with emotional and/or physical handicaps; tactfully handle irate clients and all parties making contact with office. Ability to comply with all established policies and procedures established by this agency; interpret a variety of instructions in written, oral, picture, or schedule form; calculate fractions, decimals, and percentages; compile statistical data; deal with problems involving few variables within familiar context; read, comprehend, and interpret various laws and regulations; prepare accurate documentation, including well-written reports and routine correspondence; work independently and under stressful conditions; understand a variety of written and/or verbal communications; gather, collate, and classify information; develop and maintain effective working relationships; travel to and gain access to work site.

# MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Associate’s degree from an accredited college or university preferred in social services, public administration, or related field and one (1) year of previous supervisory experience; or any equivalent combination of education, experience, and training which provides the required knowledge, skills, and abilities. Must be a Veteran and possess an honorable discharge from the U.S. Armed Forces in accordance with Ohio Revised Code 5901; must pass required background investigation.

**Additional Requirements**

Possession of a valid Ohio driver's license; must be and remain insurable under the County’s vehicle insurance policy. Must have or be willing to obtain accreditation by the National Association of County Veterans Service Officers or accreditation by Ohio Department of Veterans Affairs (to be obtained within eighteen (18) months of employment).

**Supervisory Responsibilities**

Ability to assign, review, plan, and coordinate the work of other employees; provide instruction to other employees; maintain department standards; recommend the discipline or discharge of other employees; act on personnel issues; recommend and approve the transfer or promotion of other employees.

# UNUSUAL WORKING CONDITIONS:

The employee is exposed to environmental conditions which may result in injury from fumes, odors, dusts, mists, gases, and/or poorly ventilated work areas (e.g., toner, correction fluid); has contact with potentially violent or emotionally distraught persons; has exposure to hazardous driving conditions; exerts up to 10 pounds of force occasionally, and/or a negligible amount of force frequently while lifting, carrying, pushing, or pulling objects; ability to lift 25 lbs.

# Acknowledgement of Receipt:

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

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# Employee Name Employee Signature Date