100-100U

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS105270

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
General Services Division	Business Operations	Franklin

POSITION NUMBER
20075714

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
OAKS Case Management Analyst/Trainer	20075864 Business Transformation Analyst

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified ☐ Essential	Overtime: ☒ Eligible ☐ Exempt If FLSA Exempt, exemption type:	Bargaining Unit 14 Page 1 of 1

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 a.m. TO: 5:00 p.m.

JOB CODE TITLE
Management Analyst

JOB CODE
63211

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
55	Researches & analyzes Ohio Administrative Knowledge System (OAKS) Financial module in order to provide case management & resolution of complex internal issues within General Services Division (GSD): provides assistance & information to state agencies & employees in response to telephone, written & in-person inquiries; responds to requests for information &/or complaints; determines appropriate action for resolution; consults with appropriate program unit on most complex matters; measures & evaluates case flow; conducts quality control studies on handling of OAKS issues.	Knowledge of (1) public relations/customer service techniques & practices; (2) office practices & procedures; (3) state procurement, asset management, & capital improvements policies & procedures*; (4) case management. Skill in (5) operation of personal computer & associated hardware & software (e.g., MS Word, Excel, PowerPoint, PeopleSoft*). Ability to (6) gather relevant data to discuss nature of inquiry or complaint; (7) conduct necessary research/retrieval of data & provide appropriate response verbally &/or in writing or refer customer to appropriate staff member; (8) prepare complex & sensitive correspondence in response to inquiries; (9) handle complex & sensitive inquiries from & contacts with state employees & state agencies; (10) cooperate with co-workers on group projects; (11) define problems, collect data, establish facts & draw valid conclusions.
25	Plans, schedules & conducts training programs related to OAKS case management: schedules employees to attend sessions; schedules teachers to conduct sessions; prepares materials & teaches sessions; obtains training materials, equipment & supplies; assists outside or higher-level trainers in conducting sessions; prepares fliers &/or correspondence to announce training programs; maintains records of training programs offered & participants in each; attends meetings & in-service training sessions; serves on departmental committees.	Knowledge of 1, 2, 3*, 4, (12) training & development. Skill in 5, (13) operation of audio-visual equipment*. Ability to (14) write training instructions; (15) conduct training classes; (16) analyze & communicate concepts in area of training; (17) maintain accurate records.
20	Prepares comprehensive written reports summarizing findings & recommendations & initiates improvements to increase OAKS process/agency efficiency & effectiveness: plans & organizes case information; implements solutions to case problems; assists in &/or develops new systems, policies &/or programs.	Knowledge of 1, 2, 3* Skill in 5 Ability to 7, 8, 9, 10, 11, (18) prepare meaningful, concise & accurate reports. *developed after employment.

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	Jeffrey Westhoven /kw	12/3/09

appd 12-16-09 ad