

<h1 style="margin: 0;">POSITION DESCRIPTION</h1> <p style="text-align: center; margin: 10px 0;">OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES</p>	AGENCY Department of Administrative Services
	DIVISION OR INSTITUTION General Services Division
	UNIT OR OFFICE Business Office

POSITION NUMBER <b>20074691</b>	<input checked="" type="checkbox"/> State Agency <input type="checkbox"/> County Agency <input checked="" type="checkbox"/> New Position <input type="checkbox"/> Change	County of Employment Franklin
USUAL WORKING TITLE OF POSITION OAKS Case Management Analyst/Trainer	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20073295 Management Analyst Supervisor 2	
NORMAL WORKING HOURS (Explain unusual or rotating shift) 8:00 a.m. - 5:00 p.m.		
Page 1 of 1		

JOB DESCRIPTION AND WORKER CHARACTERISTICS		
%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
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.

List Position Numbers and Class Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 11/5/07
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POSITION NUMBER 20074691  
 JOB CODE TITLE Management Analyst  
 JOB CODE 63211