

# POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY  
Department of Administrative Services

DIVISION OR INSTITUTION  
General Services Division

UNIT OR OFFICE  
Business Office

POSITION NUMBER  
20075714

JOB CODE TITLE  
Management Analyst

JOB CODE  
63211

State Agency     County Agency     New Position     Change

County of Employment  
Franklin

USUAL WORKING TITLE OF POSITION    POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
OAKS Case Management Analyst/Trainer    20073295 Management Analyst Supervisor 2

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

## 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.

\*developed after employment.

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Jeffrey Westhoven/ka*    3/18/08

Appd 4-14-08 ak