



The Cuyahoga County Personnel Review Commission Announces the Following Civil Service Examination:

Classification: Program Officer 2
Appointing Authority: Cuyahoga Job and Family Services

Exam Dates and Times: Friday, July 19, 2019 – 9:30 a.m.
Friday, July 19, 2019 – 1:30 p.m.

Exam Location: Cuyahoga County Administrative Headquarters
Room 6-148-A/B
2079 East 9th Street, 6th Floor
Cleveland, OH 44115

This exam is only open to those who applied during the original posting period and have been notified via email that they meet the minimum requirements for the classification. If you have not received an email notification, you are not eligible to take the exam.

IMPORTANT! PLEASE READ ALL OF THE INFORMATION BELOW:

- Registration will begin 30 minutes before each exam, and the exam will begin promptly at the time indicated. You will not be allowed entrance into the testing room after the start of the exam. Guests will be required to wait outside the testing room.
- You **MUST** bring valid photo identification with you to the exam. If we are unable to confirm your identity, you will not be allowed to take the exam.
- You **MUST** attend on the date and time assigned to you, which is in your notification email. Please make the necessary arrangements to attend. If you cannot attend on your assigned date and time, you must follow the rescheduling instructions provided in your notification email.
- If you requested a reconsideration of your application and the request is still pending at the time the exam is scheduled to be held, you shall be allowed to take the exam pending the resolution of the request. You will be notified via email of the details.
- If you wish to request military service credit, you **MUST** bring a copy of your DD-214 form or evidence of completion of initial entry-level training (for those in a reserve component). Please bring a clear, legible **PHOTOCOPY**. Do not bring the original copy.
- If you wish to request testing accommodation for an ADA-related disability, you must follow the instructions provided in your notification email.
- Once the exam is scored and the eligibility list is posted to the Personnel Review Commission's web site, you will be notified via email.

Program Officer 2(Job Id 50)

Location: US:OH:Cleveland

Post Date: 02/05/2019

Employment Type: Executive

Close Date: 02/19/2019

Salary: 21.63-0.00 USD

Description

Department:

Anticipated Work Schedule:

Reports To:

Full Time or Part Time:

Regular or Temporary:

Bargaining Unit:

Classified or Unclassified: Classified

FLSA:

Summary

Essential Job Functions

Minimum Requirements

Application Process

This is a competitive, classified position. The Personnel Review Commission (PRC) will check your application to make sure you meet the minimum qualifications. If you do, the PRC will invite you to take a civil service examination. The exam is specific to this position. Everyone who passes the exam goes on an eligibility list. To fill this opening, the PRC sends the hiring department and Human Resources (HR) a certified eligibility list with the top 25% candidates (or at least the ten highest scoring candidates, whichever is greater). HR helps the hiring department decide who from the certified list to follow up with for interviews and then a job offer.

Most of our communication with candidates is through email. Regularly check the email address you gave us in your job profile. Watch your Spam folder, just in case.

If we offer you a job, you must pass a drug screen and background check before the offer becomes final. Prior criminal convictions do not automatically disqualify you from employment; the County looks at criminal convictions on a case-by-case basis using the guidelines in Chapter 306 of the County Code.

EQUAL OPPORTUNITY EMPLOYER

Cuyahoga County is committed to fostering a diverse and inclusive workforce, which includes building an environment that respects the individual, promotes innovation and offers opportunities for all employees to develop to their full potential. A diverse workforce helps the County realize its full potential. The County benefits from the creativity and innovation that results when people with different experiences, perspectives, and cultural backgrounds work together.

The County is committed to providing equal employment opportunities for all individuals regardless of race, color, ancestry, national origin, language, religion, citizenship status, sex, age, marital status, sexual preference or orientation, gender identity/expression, military/veteran status, disability, genetic information, membership in a collective bargaining unit, status with regard to public assistance, or political affiliation.

If you need assistance applying or participating in any part of the candidate experience, contact Human Resources at 216-443-7190 and ask to speak with a talent acquisition team member.

Program Officer 2(Job Id 50)

Location: US:OH:Cleveland

Post Date: 02/11/2019

Employment Type: Executive

Close Date: 02/25/2019

Salary: 21.63-0.00 USD

Description

Department: Cuyahoga Job and Family Services

Anticipated Work Schedule: 8:30 a.m. to 4:30 p.m., Monday through Friday

Reports To: Manager

Full Time or Part Time: Full time

Regular or Temporary: Regular

Bargaining Unit: LIUNA 860

Classified or Unclassified: Classified

FLSA: Non-exempt

Summary

Essential Job Functions

Researches, analyzes and evaluates existing operations, systems, policies and/or procedures to identify areas for improvement or enhancement (e.g. - Analyzes data and provides detailed reviews of the results to help improve practice, highlight exceptional work and identify areas needing improvement.) Reviews case information to help the chain of command evaluate practice and procedures. (e.g. case records, medical examiner reports, provider reports, SACWIS documentation and other collateral information for case summaries.) Prepares factual, strength-based reviews by providing all relevant information regarding the work being reviewed. Works in various teams on projects with both peers and other agency staff. Researches, analyzes and evaluates information to determine impact and/or feasibility of proposed changes in program operations, systems, policies and/or performs administrative tasks in connection with above functions and tasks. Assists higher level administrators and/or functions as County's representative on inside and outside boards, committees or commissions to develop or revise operations, systems, policies and/or procedures of County programs (e.g.- participates on workgroups, committees.

Minimum Requirements

Bachelor's degree in business administration, social work, psychology, marketing, communications, or related field, with one year of research and analysis experience; or any equivalent combination of training and experience.

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EQUAL OPPORTUNITY EMPLOYER

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Program Officer 2 / Customer Relations Specialist(Job Id 127)

Location: US:OH:Cleveland

Category: Community
Outreach and Social
Services

Salary: 22.07-0.00 USD

Post Date: 04/22/2019

Close Date: 05/03/2019

Description

Department: Job and Family Services Customer Relations

Anticipated Work Schedule: Monday thru Friday 8:30am -4:30pm

Reports To: Customer Relations Manager

Full Time

Regular

Bargaining Unit: Liuna 860

Classified or Unclassified: Classified

FLSA:

Summary

Assists higher level administrators and/or functions as County's representative on outside boards, committees or commissions to develop or revise operations, systems, policies and/or procedures of County programs (e.g.- participates on board, committee or commission to develop different options for program operations, systems, policies and/or procedures; examines alternative options to ensure they address previously identified needs or deficiencies; assists with presentations on report findings; participates in committee based decision-making process to compile recommendations; develops plan for implementing the selected course of action including resource and time estimates; facilitates implementation of the proposed plans). Researches, analyzes and evaluates existing operations, systems, policies and/or procedures to identify areas for improvement or enhancement (e.g.- researches background information to understand current practices and related issues; researches customer, client or citizen inquiries; conducts program needs analysis; compiles results of research data and identifies areas of program inadequacy; researches and conducts surveys to determine best practices). Researches, analyzes and evaluates information to determine impact and/or feasibility of proposed changes in program operations, systems, policies and/or procedures (e.g.- analyzes proposed changes under the current conditions and influencing environments to identify impact; evaluates impact of proposed changes to determine feasibility of implementation). Performs administrative tasks in connection with above functions and tasks (e.g. - attends meetings and seminars related to program issues; maintains related documentation and records; prepares correspondence and reports).

Essential Job Functions

Serves as the Customer Relations Specialist for the Customer Relations Unit in Client Support Services. Serves as a liaison between the agency and community partners. Provide customer referrals to the community and government resources.

Minimum Requirements

Bachelor's degree in business administration or related field with one year of research and analysis experience; or any equivalent combination of training and experience.

PREFERRED QUALIFICATIONS: Customer service knowledge, researching customer experience, use of database for tracking, Microsoft applications, knowledge of eligibility programs and exposure to inhouse applications such as OBWP, EDMS, and CCIDS.

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