

## **NET Supervisor - (2913-12)**

**Highly Competitive Employee [Benefits Package](#) and Generous Paid Time Off**

**DEADLINE TO APPLY:** 01/18/2022

### **WORK LOCATION:**

Job & Family Services  
222 E. Central Parkway  
Cincinnati, OH 45202

**WORK HOURS:** Full Time – 80 hours biweekly  
**(Potential for Hybrid Remote Work Schedule)**

**STARTING SALARY:** \$2025.60 biweekly

### **NOTE:**

Applicants for positions with Hamilton County Job and Family Services are subject to background screening in accordance with the document: "[Offenses that May Disqualify Candidates for Employment](#)." Convictions from this list may disqualify a candidate for employment with HCJFS.

Applicants for Children's Services positions cannot provide foster care for children in the custody of Hamilton County.

### **JOB DUTIES (SUMMARY):**

- Manages the NET (Non-Emergency Transportation) program and NET call center including: direct supervision of all NET staff and monitoring of outcomes in the call center environment; trains employees, assigns work, monitors and evaluates job performance, and ensures the accuracy and productivity of staff; conducts regular group meetings to explain procedural changes and holds individual conferences as necessary; planning, organizing, and coordinating all agency activities relating to the processing of transportation requests for Hamilton County Medicaid recipients. These requests come from a variety of sources – phone, email and fax. Work collaboratively with all community partners and NET vendors in support of efficient transportation for Medicaid clients. Develop, analyze and evaluate policies and procedures as required and ensure compliance with federal, state, and local laws and regulations; providing effective monitoring and timely and accurate reports regarding efficiency in the processing of NET program scheduling and of the Ohio Administrative Code and Medicaid policies.
- Work with Section Chief, Fiscal and Contracting Services to manage and oversee all NET contracts; direct responsibility for monitoring the current contract with the transportation vendor and budgeting responsibilities for Southwest Regional Transportation Authority (bus tokens, bus passes, access tickets), and mileage

reimbursement to NET customers that qualify for such reimbursement. Monitor NET budget to ensure funding is available for all transportation modes.

- Work with Information Systems on database issues involving the transportation vendor day to day operations and monthly invoicing issues, and to resolve data entry issues with NET staff.
- Attends and conducts meetings. Maintains liaison with public officials and other community agencies; explains policies and programs; responds to telephone and written inquiries. Attends necessary training as required and performs other related duties as assigned.

**REQUIREMENTS (EDUCATION, EXPERIENCE, LICENSURE, CERTIFICATION):**

- Bachelor's Degree plus 2 years of related experience
- **OR** Associates Degree plus 4 years of related experience
- **OR** High School Diploma or GED plus 6 years of related experience

**KNOWLEDGE, SKILLS AND ABILITIES:** (\*Indicates can be developed after employment)

- **Knowledge of:** budgeting; management; supervision; employee training and development; public relations; office practices and procedures; community services programs, procedures and regulations\*; interviewing; agency policies and procedures\*; basic database entry and inquiry\*.
- **Ability to:** apply principles to solve practical problems; define problems, collect data, establish facts and draw valid conclusions; calculate fractions, decimals and percentages; interviews job applicants effectively; prepare meaningful, concise and accurate reports; understand technical manuals; proofread technical material, recognize errors and make corrections; gather, collate and classify information about data, people or things; handle sensitive inquiries from and contacts with officials and general public; establish friendly atmosphere as supervisor or team leader of a work unit.

**POSITIONS SUPERVISED:** Eligibility Technician

**BACKGROUND CHECKS REQUIRED:**

Background checks consistent with requirements in OAC 5101:2-5-09 must be completed at employment and every ten years following, including but not limited to the following systems:

- State Automated Child Welfare Information System (SACWIS)
- State Child/Abuse Neglect Central Registry Check for any state in which the applicant resided within the last five years
- Ohio Bureau of Criminal Identification Investigation (BCI)
- FBI
- National Sex Offender Public website (WWW.NSOPW.Gov) Code 5101:2-5-09 must be conducted for each prospective employee

If you are seeking more information about this position [CLICK HERE.](#)