



COUNTY OF SUMMIT, OHIO

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Supervisor, Office Services, Safety & Security

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Position Details

Appointing Authority	Summit County Children Services
Department/Division	Children Services
Full Time/Part Time	Full Time
Regular/Temporary	Regular
Work Schedule	Monday – Friday, 9:00 am – 5:00 pm
Job Description	<p>The Supervisor, Office Services, Safety & Security provides direction and oversight to the agency's safety and security functions to meet the needs of the staff, our clients and the community, while also providing oversight for Office Services staff and responsibilities.</p> <p>The Supervisor, Office Services, Safety & Security is committed to practicing cultural competence by working respectfully and effectively with people of all cultures, classes, races, genders, ethnic backgrounds, religions, sexual orientations, mental and physical abilities, ages and Supervisor, Office Services, Safety & Security commits to adhere to SCCS' mission, vision and values at all times.</p> <p>Qualifications</p> <p>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>Education and/or Experience</p> <p>Bachelors degree and five (5) years of experience working an administrative capacity required. Experience working in a social services agency or non-profit organization preferred. Prior supervisory experience preferred.</p> <p>Computer Skills</p> <p>To perform this job successfully, an individual must have demonstrated knowledge in all Microsoft Office products including, but not limited to Word, Excel, PowerPoint and Access, as well as Adobe Reader/Publisher, and design programs. Must be able to type 30 wpm.</p>
Required Qualifications	
Preferred Qualifications	
Pre-Employment Testing Requirements	Criminal Background Check, Pre-employment Drug and Alcohol Testing
Work Environment	<p>The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>While performing the duties of this job, the employee is routinely exposed to outside weather conditions. The noise level in the work environment is usually moderate.</p> <p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>While performing the duties of this Job, the employee is regularly required to sit; use hands to manipulate objects; reach with hands and arms and talk or hear. The employee is frequently required to stand and walk.</p> <p>The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to fifty (50) pounds, occasionally lift and/or move up to seventy-five (75) pounds and rarely lift and/or move up to one hundred (100) pounds.</p> <p>Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.</p>
Physical Demands	

Licensing/Certification	<p>Incumbent must possess a valid State of Ohio drivers' license with no more than eight (8) points on his/her driving record at any time to drive his/her/their own vehicle and no more than six (6) points to drive an agency vehicle. Incumbent must also possess auto insurance as defined by Ohio Administrative Code (OAC) at all times.</p> <p>Incumbent must also adhere to agency policies that address these topics.</p>
	<p>Supervisory Responsibilities</p> <p>Directly supervises up to six (6) subordinate employees. Directly supervises the on-site contracted staff who provide security services to the agency.</p> <p>Carries out supervisory responsibilities in accordance with the organization's policies, procedures and applicable laws. Responsibilities include interviewing, planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.</p>
Additional Information	<p>Other Qualifications</p> <p>Regular attendance is required. Incumbent must adhere to Agency policies regarding use of time off at all times.</p> <p>Incumbent is required to adhere to Agency rules & regulations and support the mission, vision & guiding principles at all times.</p> <p>Incumbent is required to travel to/from Agency meetings within the County and State as directed by the Executive Director and/or Division Director, and as required for job duties. Travel requires the use of a vehicle insured in the incumbent's name, unless a County-owned vehicle is secured. Personal vehicles must be in good working order and appropriately accommodate passengers as needed.</p>

Job Duties

Job Duty Name	<p>Essential Job Duties and Responsibilities</p>
	<p>Coordinates, supervises and arranges work schedules of all Office Services and Security personnel; Reviews and monitors completed work; Evaluates performance and skill of subordinate employees.</p> <p>Oversees the safety and security functions of the agency; Oversees the agency's Emergency Response Team including education and training of volunteers; Ensures that all Safety policies/protocols are updated and reviewed regularly; Ensures that the agency is adequately prepared for all weather-related, threats to the campus/personnel and other employment related emergencies; Schedules and holds drills regularly to ensure compliance with safety policies and procedures.</p> <p>Monitors and recommends systems and procedures to ensure the security of staff, visitors and all SCCS facilities; Works collaboratively with Facilities and Information Technology departments when evaluating safety/security systems.</p> <p>Manages the procurement, maintenance and staff training of agency multi-functional devices (e.g., copiers) and other general office equipment.</p> <p>Oversees agency's contracts including but not limited to: flooring, furniture, x-ray equipment, security and background check systems, etc.; Makes recommendations regarding continued service or areas of needed improvement.</p> <p>Maintains agency fixed asset records in accounting software ensuring pertinent data, tag numbers, cost, location, etc. are present for acquired and disposed assets; Maintains an inventory control system.</p>
Description of Job Duty	<p>Coordinates space utilization in collaboration with Department Director, Support Services, IT department, Facilities department, and the Executive Team to maximize space usage and relocations.</p> <p>Consults with Department Director, Support Services on critical decisions and issues, including subordinate personnel issues which may arise.</p> <p>Represents the agency in the community; serves on various community and/or State level committees as assigned.</p> <p>Participates in workgroups to complete special projects or goals as assigned; Participates in agency wide and community initiatives which support the overall mission of the agency.</p> <p>Provides back up assistance as deemed necessary/appropriate, in the absence of Supervisor, Facilities; May also direct the assistance/coverage for clerical staff in other departments/units as needed.</p> <p>Provides routine/regular support to subordinate staff as directed by agency policy and/or Chain of Command; Recommends appropriate action and/or policies to support the operational needs of the agency; Conducts and/or participates in All Staff, Divisional, Director and Management Team meetings.</p> <p>Mentors staff regarding professional behavior and best practices; Ensures that the agency's mission and vision are carried out by all staff within the incumbent's supervision.</p> <p>Other duties may be assigned</p>
Job Duty Name	<p>Management Competencies</p>
Description of Job Duty	<p>To perform this job successfully, an individual must demonstrate the following competencies:</p> <ol style="list-style-type: none"> 1. Adaptability – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events; Reacts well under pressure. 2. Analytical – Collects data; Uses intuition and experience to complement data; Designs work flows and procedures. 3. Business Acumen – Understands business implications of decisions; Aligns work with strategic goals; Works within approved budget; Develops and implements cost saving measures; Conserves organizational resources. 4. Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings. Writes clearly and informatively; Edits work for spelling and grammar; Varies writing

style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

5. Customer Service – Manages difficult or emotional client and employee situations; Responds promptly to client's/employee needs; Solicits client feedback to improve service; Responds to requests for service and assistance; Meets commitments.

6. Decision Making – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

7. Delegation – Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

8. Dependability – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time. Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

9. Diversity – Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; Builds a diverse workforce.

10. Ethics – Inspires the trust of others; Works with integrity and ethically; Upholds organizational values; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.

11. Initiative – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

12. Innovation – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

13. Interpersonal Skills – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things; Approaches others in a tactful manner.

14. Leadership – Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

15. Managing People – Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.

16. Motivation – Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

17. Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules staff and their tasks; Develops realistic action plans.

18. Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

19. Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

20. Safety and Security – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

21. Strategic Thinking – Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Identifies external threats and opportunities; Adapts strategy to changing conditions.

22. Technical Skills – Assesses own strengths and weaknesses. Pursues training and development opportunities. Strives to continuously build knowledge and skills. Shares expertise with others.

23. Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

24. Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Monitors own work to ensure quality.

25. Quantity – Meets productivity standards; Completes work in timely manner; Strives to increase productivity.

Requisition Details

Requisition Number	C/U - 1622021-P
Working Title	Supervisor, Office Services, Safety & Security
Posting Type	External/Public Posting
Number of Vacancies	1
Advertised Salary	\$24.59 per hour minimum
Open Date	11/09/2021
Close Date	11/21/2021
Open Until Filled	No

**Special Instructions
Summary****Supplemental Questions**

Required fields are indicated with an asterisk (*).

1. * Do you have a bachelor's degree?
 - Yes
 - No
2. * Which best describes your years of experience performing advanced administrative clerical duties?
 - 0-2 years
 - 2-5 years
 - > 5 years
3. * Which best describes your supervisory experience?
 - None
 - Less than two years
 - Two years
 - Three years
 - Four years
 - Five years
 - Six or more years
4. * Do you have experience working in a Child Welfare or other similar agency?
 - Yes
 - No
5. * Have you ever interviewed for employment or been employed at SCCS or Summit County? If yes, please give dates and explanations. If no, please enter "No"

(Open Ended Question)
6. * Are you related to anyone on the Board of SCCS or anyone employed by SCCS or Summit County? If yes, please give name and relationship. If no, please enter "No"

(Open Ended Question)
7. * Have you ever received services or been involved with Summit County Children Services or any other Child Welfare system as a child or as an adult? If yes, please provide relevant information. If no, please enter "No"

(Open Ended Question)
8. * Have your driving privileges ever been denied, suspended or revoked? If yes, please give dates and complete reasons. If no, please enter "No"

(Open Ended Question)
9. * What is your driver's license number? If you do not possess a driver's license, please enter "N/A".

(Open Ended Question)
10. * Have you been convicted of or plead guilty to any offense identified in the Ohio Administrative Code (OAC) 5101:2-5-09? If yes, please give offenses, dates and explanations. If no, please enter "No"

(Open Ended Question)

Documents Needed to Apply

Required Documents

1. Resume
2. Cover Letter

Optional Documents

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