100-200R

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Human Resources

UNIT OR OFFICE
HCM OAKS Support

POSITION NUMBER
20005813

JOB CODE TITLE
Benefits Management Representative

JOB CODE
65250

☒ State Agency ☐ County Agency ☐ New Position ☒ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Benefits Representative

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISON
20005896 (24104.0) HCM Benefits Team Manager

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
60	Participates on Department of Administrative Services (DAS), Human Resource Division (HRD), Human Capital Management (HCM) Benefits team responsible for the development & implementation of benefits policies & procedures affecting state employees; provides technical assistance to state workers & agencies to resolve benefits issues related to health, ancillary benefits, third party administrators, COBRA, & dependent care programs; assists in development of methods to implement benefits policies & procedures on a statewide basis; acts as liaison between HCM Support Unit, state agencies, state employees & health plan personnel; researches complex telephone & written inquiries from active former employees & state agencies concerning eligibility, payments, policies, procedures & continuation of benefits; monitors written plan materials & communications; resolves plan related complaints & appeals via letter & telephone; coordinates claims activities with third party administrator &/or Benefits Trust personnel as needed; reviews & processes health plan enrollment forms; coordinates & assists with HCM LAB sessions to train DAS HRD & state agencies on Ohio Administrative Knowledge System (OAKS) procedures; recommends measures to improve processes; works closely with human resources & payroll processing/deductions area: (e.g. initiate health plan make-up & refund payments, balancing of payments, authorizing payroll deductions, maintenance of correct health plan effective dates &other plan data).	Knowledge of: (1) public relations, (2) state employee benefits (e.g., vision, dental, life, dependent care, and pharmacy benefits)*, (3) applicable benefits laws, (e.g., Ohio Revised Code and Ohio Administrative Code) & collective bargaining contracts governing state employee benefits*. Skill in: (4) operation of a personal computer &related software, (e.g., MS Word, Excel, Access, PeopleSoft). Abilities to: (5) define problems, collect data, establish facts & draw valid conclusions, (6) cooperate with co-workers on group projects, (7) handle sensitive inquiries from contacts with employees, officials & general public, (8) resolve complaints from angry citizens and government officials, (9) prepare meaningful, concise and accurate reports, (10) deal with a variety of variables in somewhat unfamiliar context . *developed after employment

List Position Numbers and Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: David S Holbert

DATE: 3/20/08

APD 4-28-08

100-200R

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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
20	Conducts public relations activities (e.g., attends and/or conducts seminars/workshops, delivers speeches); assists in the development and revision of forms, instructional materials, procedure manuals, newsletter articles & open enrollment materials; participates on team responsible for planning & conducting benefits training sessions for agency representatives & preparing for annual open enrollment activities.	Knowledge of: 1, 2* & 3*. Skills in: 4, Ability to: 5, 7, (11) understand manuals and verbal instructions, (12) prepare and deliver speeches before specialized audiences and general public and (13) originate and/or edit articles for publication.
20	Operates personal computer &/or specialized software to draft correspondence; enters payments (e.g. health care, COBRA, child care voucher); retrieves data, verify data, & correct employee benefits information; performs research & produce documents & reports; assists answering customer serve phones as needed; performs other duties related to benefits processing as assigned.	Knowledge of: 1, 2*, & 3*. Skills in: 4. Ability to: 5, 7, 8, (14) comprehend and record figures accurately and (15) gather, collate and classify information about data, people or things.

*developed after employment

List Position Numbers and Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: David S Holbrook

DATE: 3/20/08

APD 4-28-08