100-000U

POSITION DESCRIPTION

AGENCY/DEPT ID
Department of Administrative Services
DAS302245

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Human Resources	State HR Customer Service	Franklin

POSITION NUMBER 20005854

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
Customer Service Assistant	20005914 HCM Senior Analyst

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 09

Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 am TO: 5:00 pm

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
55	Provides assistance & information to state agencies, state employees, insurance companies & third-party administrators in response to telephone, written & in-person inquiries; responds to & logs helpdesk tickets regarding payroll, human resources, benefits, (e.g., payroll questions, human resources questions, health plan, HMOs, dental, vision, life insurance, COBRA, dependent care spending account & childcare voucher programs); responds to inquiries regarding status of changes made in the Ohio Administrative Knowledge System (OAKS) PeopleSoft system relating to payroll, human resources & benefits; refers calls to tier 2 specialists for resolution of complex issues; contacts personnel, payroll & benefits specialists for information to assist in closing helpdesk tickets; operates a personal computer to record & retrieve helpdesk tickets for correspondence necessary to respond to inquiries for discussions: researches employee histories, confirms benefits; transcribes handwritten information into databases using PeopleSoft system & helpdesk tickets; generates form letters & other correspondence in response to inquiries: determines format requirements, names documents & maintains data-filing system; operates photocopier to produce copies of payroll, human resources & benefits information for Human Capital Management(HCM) staff & external customers; operates fax equipment to send information & documents to customers & other state agencies.	Knowledge of (1) public relations/ customer service techniques & practices; (2) office practices & procedures; (3) state employee benefit, payroll, and human resources programs (e.g., basic payroll functions, human resources rules, health & life, applicable benefit laws & rules, collective bargaining contracts governing state employee benefits, dependent care/child case voucher program)*. Skill in (4) operation of a personal computer & associated hardware & software (e.g., MS Word, Excel, PowerPoint, PeopleSoft - PS*); (5) operation of photocopier & fax equipment. Ability to (6) gather relevant data to discuss nature of inquiry/complaint; (7) conduct necessary research/retrieval of data & provide appropriate response verbally &/or in writing or refer customer to appropriate staff member; (8) prepare routine & sensitive correspondence in response to inquiries; (9) handle routine & sensitive inquiries from & contacts with state employees, state agencies, insurance carriers & third-party administrators & general public; (10) cooperate with co-workers on group projects; (11) define problems, collect data, establish facts & draw valid conclusions. *developed after employment

JOB TITLE Customer Service Assistant 2

JOB CODE 20005854

Appd 3/28/11 BMC

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 3/25/11

100-000U

POSITION DESCRIPTION

AGENCY/DEPT ID
Department of Administrative Services
DAS302245

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Human Resources	State HR Customer Service	Franklin

POSITION NUMBER 20005854

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION: Customer Service Assistant

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 20005914 HCM Senior Analyst

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 09

Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 am TO: 5:00 pm

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
25	May process benefit claims mail &/or inquiries regarding health plan eligibility: reviews claims & any additional information to determine if claim should be forwarded to specialist, or if other special actions are appropriate; reviews and enters claims data into PeopleSoft application; verifies information with PeopleSoft system, makes adjustments & contacts agency or vendor to request corrected information.	Knowledge of 2, 3*. Skill in 4. Ability to 6, 7, 8, 9, 10, 11.
20	Provides support for meetings, training sessions, Payroll & HR conferences, (e.g., secures meeting room, schedules attendees, prepares handouts, distributes materials, greets & assists participants); provides additional related clerical & customer service support (e.g., stamps & sorts mail, mails correspondence, delivers materials, greets & assists visitors, trains temporary/student help on pertinent job duties).	Knowledge of 1, 2, 3*. Skill in: 4. Ability to 10, 11.
		*developed after employment

JOB TITLE Customer Service Assistant 2

JOB CODE 20005854

Appd 3/28/11 Brwo

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: [signature]

DATE: 3/28/11