

# POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY  
Department of Administrative Services

DIVISION OR INSTITUTION  
Human Resources

UNIT OR OFFICE  
HCM Support – Customer Service

State Agency     County Agency     New Position     Change

County of Employment  
Franklin

USUAL WORKING TITLE OF POSITION  
Customer Service Assistant

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20005914 (24704.0) Management Analyst Supervisor 1

NORMAL WORKING HOURS (Explain unusual or rotating shift)  
8:00 a.m. - 5:00 p.m.

### JOB DESCRIPTION AND WORKER CHARACTERISTICS

POSITION NUMBER  
20005855

JOB CODE TITLE  
Customer Service Assistant 2

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

JOB CODE  
64432

APD 12/15/08

List Position Numbers and Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Ann M. Broadway* 11/26/08

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JOB CODE TITLE  
Customer Service Assistant 2

ADD 12/15/08

JOB CODE  
64432

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
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*. Ability to 10, 11.  *developed after employment

List Position Numbers and Titles of Positions Directly Supervised

SIGNATURE OF AGENCY REPRESENTATIVE  
*[Handwritten Signature]*

DATE  
11-26-08