

POSITION DESCRIPTION		AGENCY/DEPT ID DAS301000
DIVISION OR INSTITUTION Human Resources Division	UNIT OR OFFICE HR Operations	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005864 JOB TITLE Customer Service Assistant 2 JOB CODE 64432 <i>Open 1.22.15 AC</i>	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR See Table of Organization	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 a.m. TO: 5:00 p.m.			
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	55	Provides assistance & information to state agencies, state employees in response to telephone, email, written & in-person inquiries; responds to & logs Customer Relationship Management (CRM) tickets regarding general payroll, human resources, benefits (e.g., self-service, W-2's, Open Enrollment, payroll, human resource, health plan, dental, vision, life insurance, dependent care spending account & childcare voucher programs questions); responds to inquiries regarding status of changes made in the Ohio Administrative Knowledge System (OAKS) PeopleSoft system relating to payroll, human resources & benefits; responds to inquiries regarding status of benefits claims processing (e.g., disability, workers' compensation, unemployment & occupational injury leave claims); pull files for examiners to review; reviews claims applications (e.g., to ensure necessary paperwork has been submitted; 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; payroll deduction codes; payroll deductions; operates photocopier; 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)*; (4) Customer Relations Management (CRM) software*. Skill in (5) operation of a personal computer & associated hardware & software (e.g., MS Word, Excel, PowerPoint, PeopleSoft - PS*); (6) operation of photocopier, fax equipment & telephone. Ability to (7) gather relevant data to discuss nature of inquiry/complaint; (8) conduct necessary research/retrieval of data & provide appropriate response verbally &/or in writing or refer customer to appropriate staff member; (9) prepare routine & sensitive correspondence in response to inquiries; (10) handle routine & sensitive inquiries from & contacts with state employees, state agencies & general public; (11) cooperate with co-workers on group projects; (12) define problems, collect data, establish facts & draw valid conclusions. *developed after employment	
	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE <i>Kevin M. Mulstead</i>	DATE 1/22/15

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	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 a.m. TO: 5:00 p.m.			
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	25	Greets applicants & visitors, checks ID's & credentials of visitors; provides information to routine questions of a general nature; directs visitors to the appropriate professional staff who can handle the customer's needs or questions; answers telephone, transfers calls & takes messages for unit; answers questions from callers regarding procedure for obtaining records; forwards misdirected calls to appropriate units/offices within the division & state; verifies employment for customers via telephone, fax & mail; email agencies for manual paycheck pick-up; provide manual paycheck(s) & log-in book for agency assigned person to sign & pick up; records & retrieves data for claims decisions and creates correspondence necessary to respond to inquiries for claims.	Knowledge of : 1,2,3* Skill in: 5*, 6 Ability to: 7, 8, 9, 10, 12.	
	10	Processes morning & afternoon mail; picks up all US & inter-office mail; processes all incoming & returned mail (i.e. opens, sorts, time stamps & delivers) for Human Resources Division units at multiple locations. Processes & logs incoming checks; delivers checks to appropriate unit & ensures recipient signature.	Knowledge of : 2,3* Skill in: 5*, 6 Ability to: 8.	
	10	Performs other duties as assigned (e.g., filling records request, filing & metrics); maintains copier/fax machine (e.g., replaces toner cartridges & contacts vendors for repairs).	Knowledge of : 2,3* Skill in: 5*, Ability to: 8, 9, 11.	
				*developed after employment
List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE <i>William M. Webster</i>	DATE 1/22/15	