

POSITION DESCRIPTION

AGENCY/DEPT ID
Department of Administrative Services
DAS302255

DIVISION OR INSTITUTION
Human Resources

UNIT OR OFFICE
State HR Customer Service

COUNTY OF EMPLOYMENT
Franklin

POSITION NUMBER
20005864

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

Bargaining Unit 09

If FLSA Exempt, exemption type:

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	<p>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.</p>	<p>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.</p> <p>*developed after employment</p>

JOB TITLE
Customer Service Assistant 2

App'd 6/13/10 fomo

JOB CODE
20005854

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

B. B. B. B. B.

6/14/10

