

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

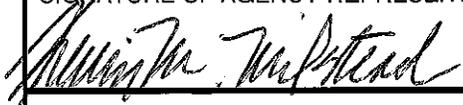
POSITION NUMBER 20005865	<input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION Benefits Customer Service Rep		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
80	<p>Provides assistance & information to state agencies, current & former state employees, dependents, insurance companies & third party administrators (TPA's) in response to telephone, written, email & in-person inquiries regarding COBRA benefits; responds to, researches & logs Customer Relationship Management (CRM) tickets regarding benefits; contacts personnel in the HCM benefits group to correct data in the OAKS system that may affect benefits eligibility; operates a personal computer to retrieve data from TPA websites where necessary to respond to inquiries from current and former employees; researches employee histories, confirms benefits; generates emails & other correspondence in response to inquiries; operates photocopier or printer to produce copies of benefits information for benefits administration staff & external customers; operates fax or scanning equipment to send information & documents to customers & other state agencies; assists in determining solutions to issues or concerns affecting current employees, former employees, dependents & agencies by discussing the issues with other individuals in the benefits administration group, retrieving data from the OAKS system and TPA websites; coordinates with TPA's, employees & former employees to solve issues and complaints as they pertain to benefits via telephone, email and in-person meetings; retrieves COBRA related files or reports out of the OAKS system or a TPA's website and moves them to folders on the G drive; answers telephone, transfers calls & retrieves voice mails for the Benefits Administration unit relating to COBRA.</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)*; (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.</p> <p>* developed after employment</p>

Copied AE 4.22.10

JOB CODE
64481

JOB TITLE
Benefits Customer Service Representative

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 4/22/10
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