POSITION DESCRIPTION

AGENCY/DEPT ID
Department of Administrative Services
DAS301970

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Human Resources	Benefits Administration	Franklin

POSITION NUMBER 20005865

☐ 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: 20005971 Benefits Manager 1

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified

Overtime: ☒ Eligible ☐ 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 TITLE: Customer Service Assistant 2

JOB CODE: 64432

Appd 6/17/10 BWD

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
70	Provides assistance & information to state agencies, state employees, former state employees & dependents, insurance companies & third-party administrators in response to telephone, written & in-person inquiries; responds to, researches & logs helpdesk tickets regarding benefits, (e.g., health plan, HMOs, dental, vision, life insurance, COBRA, long-term care, 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 COBRA & 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 benefits information for Human Capital Management(HCM) and Benefits Administration staff & external customers; operates fax or scanning equipment to send information & documents to customers & other state agencies; prepares daily mailings of various COBRA notification documents; opens & responds to mail addressed to COBRA Administrator, maintains COBRA document files, contacts agencies about COBRA subsidy approvals.	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

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: [signature]

DATE: 6/17/10

POSITION DESCRIPTION

AGENCY/DEPT ID
Department of Administrative Services
DAS301970

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Human Resources	Benefits Administration	Franklin

POSITION NUMBER 20005865

☐ 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	20005971 Benefits Manager 1

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified	Overtime: ☒ Eligible ☐ Exempt If FLSA Exempt, exemption type:	Bargaining Unit Page 2 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
20	Processes 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.
10	Provides support for meetings, training sessions, Benefit 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

JOB TITLE Customer Service Assistant 2

JOB CODE 64432 Appd 6/17/10 BMO

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: [signature] DATE: 6/17/10