POSITION DESCRIPTION

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

POSITION NUMBER 20005865

JOB TITLE Customer Service Assistant 2

JOB CODE 64432 Appd 3.18.15 AC

☐ 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	See Table of Organization

☒ 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 DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
75	Provides assistance & information to state agencies, current & former state employees, dependents, insurance companies & third party administrators in response to telephone, written & in-person inquiries; responds to, researches & logs helpdesk tickets regarding general human resources (e.g., health plans, dental, vision, life insurance, COBRA, disability, disability, workers' compensation, unemployment, occupational injury leave claims long-term care, dependent care spending account, childcare voucher programs, self-service, W-2's, Open Enrollment & payroll); 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 specialist for resolution of complex issues; contacts personnel, payroll & benefits specialists for information to assist in closing helpdesk tickets; enters claims data into computer program (i.e., payroll/personnel, disability, insurance, & active PDIA & creates new claims folders);operates a personal computer to record & retrieve helpdesk tickets for correspondence necessary to respond to inquiries for discussions; researches employee histories, confirms benefits; generates form letters & other correspondence in response to inquiries; 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; maintains COBRA document files	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) hand le 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	DATE
	Kevin M. Milstead	3/18/15

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS301000

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Human Resources Division	HR Operations	Franklin

POSITION NUMBER 20005865

JOB TITLE Customer Service Assistant 2

JOB CODE 64432 Appd 3.18.15 AC

☐ 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	See Table of Organization

☒ 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
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. 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. 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 : 1,2,3* Skill in: 5*, 6 Ability to: 7, 8, 9, 10, 12. *developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	Kevin M. Milstead	3/18/15