100-000U

POSITION DESCRIPTION

AGENCY/DEPT ID
Department of Administrative Service-
DAS302245

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

POSITION NUMBER 20005884

JOB TITLE Benefits Management Representative

JOB CODE 65250

Appd 3/2/11 BWO

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
Benefits Representative	20005968 Human Capital Management Manager

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified	Overtime: ☒ Eligible ☐ Exempt If FLSA Exempt, exemption type:	Bargaining Unit 14 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
60	Participates on Department of Administrative Services (DAS), Human Resource Division (HRD), Human Capital Management & Agency HR Support (HCM), State HR Operations team responsible for the development & implementation of benefits policies & procedures affecting state employees; provides technical assistance to state workers & agencies to resolve benefits issues related to health, ancillary benefits, third party administrators, COBRA, & dependent care programs; assists in development of methods to implement benefits policies & procedures on a statewide basis; acts as liaison between HCM & Agency HR Support Unit, state agencies, state employees & health plan personnel; researches complex telephone & written inquiries from active former employees & state agencies concerning eligibility, payments, policies, procedures & continuation of benefits; monitors written plan materials & communications; resolves plan related complaints & appeals via letter & telephone; coordinates claims activities with third party administrator &/or Benefits Trust personnel as needed; reviews & processes health plan enrollment forms; coordinates & assists with HCM LAB sessions to train DAS HRD & state agencies on Ohio Administrative Knowledge System (OAKS) procedures; recommends measures to improve processes; works closely with human resources & payroll processing/deductions area: (e.g. initiate health plan make-up & refund payments, balancing of payments, authorizing payroll deductions, maintenance of correct health plan effective dates &other plan data).	Knowledge of: (1) public relations, (2) state employee benefits (e.g., vision, dental, life, dependent care & pharmacy benefits)*, (3) applicable benefits laws, (e.g., Ohio Revised Code & Ohio Administrative Code) & collective bargaining contracts governing state employee benefits*. Skill in: (4) operation of a personal computer &related software, (e.g., MS Word, Excel, Access, PeopleSoft). Ability to: (5) define problems, collect data, establish facts & draw valid conclusions, (6) cooperate with co-workers on group projects, (7) handle sensitive inquiries from contacts with employees, officials & general public, (8) resolve complaints from angry citizens & government officials, (9) prepare meaningful, concise & accurate reports, (10) deal with a variety of variables in somewhat unfamiliar context . <u>Position Specific Minimum Qualifications</u> 12 mths. exp. in processing employee benefits using with PeopleSoft HCM functions 12 mths. exp. with HCM modules (e.g., benefits) *developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	[signature]	3/2/11

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
20	Conducts public relations activities (e.g., attends and/or conducts seminars/workshops, delivers speeches); assists in the development & revision of forms, instructional materials, procedure manuals, newsletter articles & open enrollment materials; participates on team responsible for planning & conducting benefits training sessions for agency representatives & preparing for annual open enrollment activities.	Knowledge of: 1, 2*, 3*. Skills in: 4, Ability to: 5, 7, (11) understand manuals & verbal instructions, (12) prepare & deliver speeches before specialized audiences & general public; (13) originate &/or edit articles for publication.
20	Drafts correspondence; enters payments (e.g. health care, COBRA, child care voucher); retrieves data, verifies data, & corrects employee benefits information; performs research & produce documents & reports; assists answering customer serve phones as needed; performs other duties related to benefits processing as assigned.	Knowledge of: 1, 2*, 3*. Skills in: 4. Ability to: 5, 7, 8, (14) comprehend & record figures accurately; (15) gather, collate & classify information about data, people or things.

*developed after employment

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	[signature]	3/2/11