

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Human Resources

UNIT OR OFFICE
HCM OAKS Support – HR Position Mgt.

POSITION NUMBER
20005894 (24101.0)

JOB CODE TITLE
Human Resources Analyst 1

JOB CODE
64611

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION: Human Resources Analyst
POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 20005852 (23003.0) Management Analyst Supervisor 2

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m.

Page 1 of 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
60	<p>Provides routine professional & administrative assistance to the Human Resources Division (HRD), Human Capital Management (HCM) Ohio Administrative Knowledge System (OAKS) Support Unit: reviews processes of HCM human resource (HR) functions applying civil service laws, rules, policies, procedures & collective bargaining contract provisions; provides support to higher-level HR analysts & HCM HR team lead; provides assistance & information to state agencies, state employees, & third-party administrators in response to telephone, written & in-person inquiries; assists HCM OAKS Support team with various HR, Payroll & Benefit tasks; responds to & logs helpdesk tickets regarding payroll, human resources, benefits (e.g., basic payroll questions, basic HR questions, health plans, HMOs, dental, vision, life insurance, COBRA, dependent care spending account & childcare voucher programs); responds to inquiries regarding status of changes made in OAKS Peoplesoft system relating to payroll, HR & benefits; refers calls to specialists for resolution of complex issues; contacts personnel, payroll, & benefits specialists for information to assist in closing helpdesk tickets; operates personal computer to record & retrieve helpdesk tickets to formulate a written response; consults with higher level HR analysts to obtain necessary information to respond to inquiries; researches employee histories to confirm benefits; transcribes handwritten information into databases using Peoplesoft system & helpdesk tickets.</p>	<p>Knowledge of: (1) public relations/customer service techniques & practices; (2) office practices & procedures; (3) state employee benefit, payroll, and HR 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 care voucher program)*. Skill in: (4) operation of a personal computer & associated hardware & software (e.g., MS Word, Excel, PowerPoint, People Soft*); (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>

List Position Numbers and Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

David S. Hollbrook

9/18/07

APP 10-3-07 (JW)

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Human Resources Analyst

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20005852 (23003.0) Management Analyst Supervisor 2

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
25	Provides clerical & customer service assistance to HCM staff: 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, HR & benefits information for & external customers; operates fax equipment to send information & documents to customers & other state agencies; provides support for meetings, training sessions, Payroll & HR conferences, (e.g., secures meeting room, schedules attendees, prepares handouts, distributes materials, greets & assists participants); stamps & sorts mail, mails correspondence, delivers materials, greets & assists visitors & trains temporary/student help on pertinent job duties.	Knowledge of 2, 3* Skill in 4, 5 Ability to 6, 7, 8, 9, 10, 11
15	Assist higher level HR analysts in HRD to perform HR functions: reviews & enters job data into PeopleSoft application; verifies information with Peoplesoft system (e.g., 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 *developed after employment

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SIGNATURE OF AGENCY REPRESENTATIVE
David S Hollis

DATE
9/18/07

POSITION NUMBER
20005894 (24101.0)

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Human Resources Analyst 1

JOB CODE
64611

AAD 10-3-07 (1034)