100-000U

POSITION DESCRIPTION

AGENCY/DEPT ID
Department of Administrative Services
DAS302260

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Human Resources Division	HCM & Agency HR Support HCM Benefits	Franklin

POSITION NUMBER 20005896

☒ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
HCM Benefits Team Manager	20005849 Human Capital Management Administrator 1

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified ☐ Essential	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 CODE TITLE Human Capital Management Manager

JOB CODE 64615

Appd 3/8/10 BMD

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
70	Manages Human Capital Management (HCM) Benefits Support Unit & supervises lower-level staff (e.g., approves leave, initiates discipline; interviews applicants & recommends staff for hire: completes performance evaluations; develops training materials; monitors completed work of staff to ensure accuracy & consistency with established DAS policies, procedures & guidelines; responsible for processing benefits for all departments, institutions, boards, & commissions; ensures reliability of state benefits; researches & reviews Ohio Revised Code & union contracts to ensure appropriate rules application; works closely with Ohio Administrative Knowledge System (e.g., OAKS module running on PeopleSoft application) staff to respond to inquiries from customers (e.g., analyzes & researches issues, determines solutions & executes in OAKS, coordinates higher-level tasks with OAKS staff, tests solutions/changes before & after production); maintains & develops queries using OAKS PS Query or Cognos; monitors & maintains state leave plans (e.g., vacation, sick, personal, disability, parental, workers compensation, occupational injury) in OAKS HCM Module; reviews benefits enhancement requests & makes recommendations for changes; monitors benefits support functions; recommends & implements modifications & new procedures required to correct problems; ensures benefits processing which may require overtime hours.	Knowledge of (1) benefits customer service and benefits communications; (2), management; (3) supervision principles; (4) public relations; (5) government structure & process*. Skill in (6) processing benefits using OAKS HCM module functions; (7) operation of a personal computer & related software (e.g. MS Word, Excel, Access); (8) use of Web-based applications (e.g., HCM, FIN, ISQL, PS Query &/or Cognos). Ability to (9) understand communications and customer service fields;, (10) deal with a variety of variables in somewhat unfamiliar context; (11) establish friendly atmosphere as supervisor of work unit; (12) handle sensitive inquiries from & contacts with officials & general public.
20	Researches, investigates & processes customer inquiries: provides answers to questions regarding HCM OAKS information; develops & implements policies & procedures for employee benefits programs & functions; makes recommendations on alternative activities with other units within Human Resources Division (HRD) OAKS Support Unit; serves as liaison with state agencies on benefits related issues; develops benefits procedure memos; monitors timeliness & quality of responses from Benefits Support Unit; assists with development & writing of training materials for state agencies; makes public presentations; oversees preparation & revisions of benefits materials to agencies & employees; prepares OAKS open enrollment materials for communication manager.	Knowledge of 1*, 2, 3, 4, 5*. Skill in 6, 7, 8. Ability to 9, 10, 11, 12, (13) write & develop policies & procedures; (14) proofread technical materials, recognize errors & make corrections; (15) define problems, collect data, establish facts & draw valid conclusions; (16) ability to interpret a variety of technical matter in books, journals & manuals; (17) understand manuals & verbal instructions, *developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
Benefits Management Representative: 20005813; 20005884; 20005972: 20005974	Brenda Jackson	3/3/10

100-000U

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HCM Benefits Team Manager	20005849 Human Capital Management Administrator 1

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified ☐ Essential	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
		technical in nature; (18) prepare & deliver speeches before specialized audiences.
10	Performs other duties as assigned: develops & implements effective methods of communication & customer service program delivery; operates personal computer to edit, enter &/or verify data; represents administrator at meetings & assumes responsibility in administrator's absence; performs other duties related to benefits communications & customer service as assigned.	Knowledge of 2, 3, 5*; (19) electronic data processing systems. Skill in 7. Ability to 9, 10, 11.
		Position Specific Minimum Qualifications 12 mos. trg. or exp. in benefits customer service & benefits communications; 6 mos. trg. or exp. in processing benefits using OAKS HCM module functions; 6 mos. trg. or exp. in using web-based applications (e.g., HCM, FIN, ISQL, PS Query &/or Cognos).
	Position is overtime exempt.	*developed after employment

JOB CODE TITLE Human Capital Management Manager

Appd 3/8/10 Bmo

JOB CODE 63216

List Position Numbers & Job Titles of Positions Directly Supervised:
Benefits Management Representative: 20005813; 20005884; 20005972; 20005974

SIGNATURE OF AGENCY REPRESENTATIVE	DATE
B Gerhard Stein	3/8/10