

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Human Resources Division

UNIT OR OFFICE
HRD OAKS Support

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
HCM Benefits Team Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20005955 (29200.0) Benefits Manager 1

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
70	<p>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.</p>	<p>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.</p>
20	<p>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.</p>	<p>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,</p> <p>*developed after employment</p>

POSITION NUMBER
20005896 (24104.0)

JOB CODE TITLE
Management Analyst Supervisor 2

JOB CODE
63216

- List Position Numbers and Class Titles of Positions Directly Supervised:
- 20005945 (25005.0) Benefits Management Analyst
 - 20005966 (29218.0) Benefits Customer Service Rep
 - 20005972 (29306.0) Benefits Management Representative
 - 20005967 (29222.0) Benefits Management Representative
 - 20005974 (29312.0) Benefits Management Representative
 - 20005973 (29308.0) Benefits Management Representative

SIGNATURE OF AGENCY REPRESENTATIVE

David S. Hollbrook

DATE

8/20/07

APD 8-22-07 (MAY)

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10	<p>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.</p> <p>Position is overtime exempt.</p>	<p>technical in nature; (18) prepare & deliver speeches before specialized audiences.</p> <p>Knowledge of 2, 3, 5*; (19) electronic data processing systems. Skill in 7. Ability to 9, 10, 11.</p> <p><u>Position Specific Minimum Qualifications</u></p> <p>12 mos. trg. or exp. in benefits customer service & benefits communications;</p> <p>6 mos. trg. or exp. in processing benefits using OAKS HCM module functions;</p> <p>6 mos. trg. or exp. in using web-based applications (e.g., HCM, FIN, ISQL, PS Query &/or Cognos).</p> <p>*developed after employment</p>

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