

POSITION DESCRIPTION

AGENCY/DEPT ID
Department of Administrative Services
DAS302245

DIVISION OR INSTITUTION
Human Resources Division

UNIT OR OFFICE
State HR Customer Service

COUNTY OF EMPLOYMENT
Franklin

Reclassification New Position Update

Position Hyperlinked to
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION
HCM Customer Service Supervisor

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20005968 HCM Manager

Permanent
 Temporary
 Intermittent

Classified
 Unclassified
 Essential

Overtime: Eligible Exempt
If FLSA Exempt, exemption type:

Bargaining Unit
Page 1 of 3

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
30	<p>Completes complex HR assignments using independent judgment for Customer Relationship Management (CRM) module: performs analysis on CRM tickets (data) to identify system problems with the Ohio Administrative Knowledge System(OAKS) related to Payroll, Benefits and/or HR; performs analysis on CRM tickets to develop answers to complex Payroll, Benefits & HR questions for customer service representatives; develops additional guidance & clarification needed on policy &/or procedures issued by the Human Resources Division (HRD); performs analysis on CRM to identify & develop training needed by customer service representatives to answer questions for agencies, employees, vendors (third party administrators) and public; consults with HRD managers (e.g., Benefits, Payroll, HR) to advise of potential issues encountered & make recommendations for resolution; establishes guidelines & time frame for responses to CRM tickets; monitors CRM case load to ensure each HCM module is responding timely; makes recommendations on changes in policy & procedures; develops customer service program plans to enhance workflow.; provides assistance & information to state agencies, state employees, insurance companies & third-party administrators in response to CRM's; responds to & logs helpdesk tickets regarding payroll, human resources, benefits, (e.g., payroll questions, human resources questions, health plan, HMOs, dental, vision, life insurance, COBRA, dependent care spending account & childcare voucher programs);.</p>	<p>Knowledge of: (1) supervision, public relations/customer service techniques & practices; (2) office practices & procedures; (3) state employee benefit, payroll & 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)*.</p> <p>Skill in: (4) operation of a personal computer & associated hardware (e.g., printer, keyboard) & software (e.g., MS Word, Excel, PowerPoint, PeopleSoft - PS*); (5) operation of photocopier & fax equipment.</p> <p>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>

POSITION NUMBER
20005914

JOB CODE TITLE
Human Capital Management Senior Analyst (mixed pd - Public Inq. Supv)

Appel 3/28/11 Bms

JOB CODE
64613

List Position Numbers & Job Titles of Positions Directly Supervised:
Customer Service Assistant: 20005854, 20005864.
Benefits Customer Service Rep.: 20005964.
Secretary 1: 20005898, 20005923.

SIGNATURE OF AGENCY REPRESENTATIVE
[Signature]

DATE
3/28/11

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NORMAL WORKING HOURS (Explain unusual or rotating shift):
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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
30	Supervises State HR Customer Service unit; monitors unit work production & provides weekly reports to supervisor; prepares monthly, quarterly & annual reports of unit/team activity; refers calls to tier 2 specialists for resolution of complex issues; contacts personnel, payroll & benefits specialists for information to assist in closing helpdesk tickets; generates form letters & other correspondence in response to inquiries; determines format requirements, names documents & maintains data-filing system; produces copies of payroll, human resources, & benefits information for HCM staff & external customers; operates fax equipment to send information & documents to customers & other state agencies; supervises & facilitates continuing career development of assigned staff; responds to inquiries regarding status of changes made in the OAKS PeopleSoft system relating to payroll, human resources & benefits; records & retrieves helpdesk tickets for correspondence necessary to respond to inquiries for discussions; researches employee histories, confirms benefits; transcribes handwritten information into databases using state PeopleSoft system & helpdesk tickets;	Knowledge of: 1, 2; 3*. Skill in: 4. Ability to: 6; 7; 8; 9; 10; 11.
30	Serves as trainer/mentor for new staff; provides remedial training for current staff; drafts procedures & memos for implementation; provides functional support to HCM Payroll, Time & Labor, Benefits & Human Resources & agencies statewide; serves as liaison between HCM Units to review & remedy errors & prepares reports for HCM Managers & Administrators; performs other duties as assigned including research, analysis & special projects; prepares & makes presentations to Department of Administrative Services/Human Resources Division staff & state agencies.	Knowledge of: 2; 3*. Skill in: 4. Ability to: 6; 7; 8; 9; 10; 11. *developed after employment

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