

POSITION DESCRIPTION

AGENCY/DEPT ID
Department of Administrative Services
DAS302260

DIVISION OR INSTITUTION
Human Resources Division

UNIT OR OFFICE
HCM & Agency HR Support
Customer Service Call Team

COUNTY OF EMPLOYMENT
Franklin

POSITION NUMBER
20005914

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: 20005817 Administrative Officer 3

Permanent Classified Overtime: Eligible Exempt Bargaining Unit
 Temporary Unclassified
 Intermittent Essential If FLSA Exempt, exemption type:
Page 1 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
60	<p>Supervises Human Capital Management (HCM) customer service unit & HCM & Agency HR Support Front Desk; responsible for Customer Relationship Management (CRM) module establishes guidelines & time frame for responses to CRM tickets; monitors unit work production & provides weekly reports to supervisor; monitors CRM case load to ensure each HCM module is responding timely; prepares monthly, quarterly & annual reports of unit/team activity; 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); responds to inquiries regarding status of changes made in the OAKS PeopleSoft system relating to payroll, human resources & benefits; refers calls to tier 2 specialists for resolution of complex issues; contacts personnel, payroll & benefits specialists for information to assist in closing helpdesk tickets; 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; 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.</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>

JOB CODE TITLE
Management Analyst Supervisor I

APD 6-15-09

JOB CODE
63215

List Position Numbers & Job Titles of Positions Directly Supervised:
Customer Service Assistant - 20005854, 20005855, 20005864, 20005865.
Benefits Customer Service Rep. - 20005964.
Secretary I- 20005898, 20005923.

SIGNATURE OF AGENCY REPRESENTATIVE

Mitchell C. Bailey

DATE

6.4.09

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Department of Administrative Services
DAS302260

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Human Resources Division

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Agency Organizational Tree

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 Temporary Unclassified
 Intermittent Essential If FLSA Exempt, exemption type:
Bargaining Unit
Page 2 of 2

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
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.
10	Performs other related duties (e.g., attends staff meetings, conferences, training seminars, travels to meeting sites, maintains logs, records & files).	Knowledge of: 1; 2; 3*. Ability to: 10; 11.
	May require travel & overtime. <u>Works as essential employee subject to emergency recall.</u>	*developed after employment

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Management Analyst Supervisor I

JOB CODE
63215
ADD 6-15-09 US

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DATE

6.4.09