

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Human Resources

UNIT OR OFFICE
HCM Support Unit

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
HCM Customer Service Supervisor

POSITION NO. & TITLE OF IMMEDIATE SUPERVISOR
20005945 Human Resource Manager 4

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m. & subject to overtime/call back 24X7

Page 1 of 2

JOB DESCRIPTION & WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
60	<p>Supervises Human Capital Management (HCM) customer service unit; 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.</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)*. 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. 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 (24704.0)

JOB CODE TITLE
Management Analyst Supervisor 1

JOB CODE
63215
ARD #15/10 WK

- List Position Numbers & Titles of Positions Directly Supervised:
- 20005964 Benefits Customer Service Rep
 - 20005854 Customer Sv. Asst 2
 - 20005855 Customer Sv. Asst 2
 - 20005864 Customer Sv. Asst. 2
 - 20005865 Customer Sv. Asst. 2

SIGNATURE OF AGENCY REPRESENTATIVE

Nancy J. Kelly

DATE

12/3/08

<h1 style="margin:0;">POSITION DESCRIPTION</h1>	OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES	AGENCY Department of Administrative Services
	DIVISION OR INSTITUTION Human Resources	
	UNIT OR OFFICE HCM Support Unit	

POSITION NUMBER 20005914 (24704.0)	<input checked="" type="checkbox"/> State Agency <input type="checkbox"/> County Agency <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Change	County of Employment Franklin	
	USUAL WORKING TITLE OF POSITION HCM Customer Service Supervisor	POSITION NO. & TITLE OF IMMEDIATE SUPERVISOR 20005945 Human Resource Manager 4	
	NORMAL WORKING HOURS (Explain unusual or rotating shift) 8:00 a.m. - 5:00 p.m. & subject to overtime/call back 24X7		Page 1 of 2
	JOB DESCRIPTION & WORKER CHARACTERISTICS		
	%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
	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). May require travel & overtime. Works as essential employee subject to emergency recall.	Knowledge of: 1; 2; 3*. Ability to: 10; 11. *developed after employment
JOB CODE 63215	List Position Numbers & Titles of Positions Directly Supervised: 20005964 Benefits Customer Service Rep 20005854 Customer Sv. Asst 2 20005855 Customer Sv. Asst 2 20005864 Customer Sv. Asst. 2 20005865 Customer Sv. Asst. 2		SIGNATURE OF AGENCY REPRESENTATIVE <div style="text-align: center; font-family: cursive; font-size: 1.2em;"> Nancy J Kelly </div>
			DATE 12/3/08

POSITION NUMBER
20005914 (24704.0)

JOB CODE TITLE
Management Analyst Supervisor I

ADD 12/3/08