100-000U

POSITION DESCRIPTION

AGENCY/DEPT ID
Department of Administrative Services
DAS301920

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Human Resources Division	Benefits Administration Services	Franklin

POSITION NUMBER 20005943

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 22

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 am TO: 5:00 pm

JOB TITLE Benefits Manager 1

JOB CODE 65255

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
70	Manages & oversees disability case management claims processing unit; manages entire assessment & monitoring system which provides state employees, state agencies, insurance companies & third party administrators with information regarding disability benefits for all state employees; directs disability case services processing activities; supervises disability case management staff; provides advice to & answer questions from public officials, agency representatives & state employees regarding, disability, wellness initiatives & other benefits-related issues; works with Department of Administrative Services (DAS) Legal Services on third-party administrator contracting; coordinates appeals with a third party reviewer as a result of the denial of disability benefits; manages the process of Chapter 119. of the Revised Code disability hearings which involves scheduling, hosting and coordinating these hearings, working with BAS Examiners, Hearing Officers, DAS Legal, and the Attorney General's Legal counsel representing DAS; coordinates wellness opportunities for state employees through partnership with Ohio Department of Health – Health Ohio & state benefit providers; coordinates with the Bureau of Workers' Compensation when the disability case facts present themselves.	Knowledge of: (1) disability case management; (2) benefits administration; (3) claims processing; (4) claims management; (5) management; (6) supervision principles; (7) interviewing techniques; (8) public relations; (9) budgeting; (10) office practices; (11) agency policies & procedures*; (12) government structure & process*. Skills in: (13) operation of a personal computer & related software (i.e., Word, Excel, Outlook, Access, PowerPoint, PeopleSoft). Ability to: (14) understand practical field of study; (15) natural sciences; (16) prepare & deliver speeches before specialized audiences & general public; (17) handles sensitive inquiries from & contacts with public officials & general public.

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: Stephen Sandor

DATE: 9-3-13

100-000U

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FROM: 8:00 am TO: 5:00 pm

JOB TITLE Benefits Manager 1

JOB CODE 65255

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
25	Researches difficult inquiries, researches, investigates & processes customer inquiries; provides answers to questions regarding benefits management; develops policies & procedures regarding disability case management; makes recommendations on alternative disability management packages; coordinates activities with other units within Benefits Administration Services; considers and investigates ongoing system and operational improvements; serves as a liaison with the Office of Collective Bargaining on disability related issues & the Joint Health Care committee on wellness related issues; provides assistance to manager & assumes responsibility in managers absence.	Knowledge of: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11*, 12*. Skill in: 13. Ability to: (18) deal with a variety of variables in somewhat unfamiliar context; (19) deal with some abstract but mostly concrete variables; (20) ability to interpret a variety of technical material in books, journals & manuals; (21) understand manuals & verbal instructions, technical in nature; (22) handle sensitive inquiries from & contacts with officials & general public; (23) resolve complaints from angry citizens & government officials; (24) gather, collate & classify information.
5	Develops & writes disability/case management claims processing procedure memos, monitors timeliness & quality of responses; makes public presentations; interviews applicants & recommends staff for hire; completes performance evaluations, develops training & monitors completed work of staff to ensure accuracy & consistency with established policies, procedures & guidelines; develops & implements effective methods of communications.	Knowledge of: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11*, 12*. Skill in: 13. Ability to: (25) prepare meaningful, concise & accurate reports; (26) proofread technical materials, recognize errors & make corrections.

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: Stephen Sandor

DATE: 9-3-13