

POSITION DESCRIPTION		AGENCY/DEPT ID Department of Administrative Services DAS301000
DIVISION OR INSTITUTION Human Resources Division	UNIT OR OFFICE HR Operations	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005948 JOB TITLE Customer Service Assistant 3 JOB CODE 64433 <i>Capped 10.30.14 OC</i>	<input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION Customer Service Assistant 3		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR See Table of Organization	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> 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
50	Acts as a lead worker for the Human Resources Division (HRD) Customer Service Support Center (CSSC) by providing work direction/assistance & training, on a daily basis, to lower level customer service assistance on identifying; establishes guidelines & time frame for responses to CRM tickets; monitors case load & timeliness of response; reviews customer relations management (CRM) tickets to determine if staff is providing correct information and/or making errors; coaches staff to correct, reduce & eliminate errors; obtains missing data to complete process & determines whether corrections should be made; follows up with division managers to update status of CRM tickets that have been open for two weeks or longer; works with division managers to close CRM tickets; updates CSSC metrics on daily basis providing a weekly report to CSSC manager; responds to tier II inquiries or those referred by lower-level customer service assistants; works with other division managers to resolve inquiries; assigns CRM to unit managers when needed.	Knowledge of (1) customer service techniques & practices; (2) office practice & procedures;* (3) employee training & development; (4) public relations; (5) state employee benefit, payroll & human resources programs (e.g., basic payroll functions, human resource rules, collective bargaining contracts governing state employee benefits, dependent care/child case voucher program)*; (6) Customer Relations Management (CRM) software*. Skill in: (7) operation of a personal computer & associated hardware & software (e.g., Microsoft Word, Excel, PeopleSoft*); (8) operations of office equipment (e.g., multi-line phone). Ability to: (9) define problems, collect data, establish facts & draw valid conclusions; (10) handle sensitive inquiries, request complaints &/or transactions received in writing &/or by telephone, email, in-person &/or other means of communication with variety of internal & external customers; (11) generate routine business correspondence using standard practices; (12) prepare meaningful, concise & accurate reports; (13) establish friendly atmosphere as lead worker; (14) work independently or with co-workers on a group projects. * developed after employment.

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE <i>[Signature]</i>	DATE <i>10/30/14</i>
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AGENCY/DEPT ID
Department of Administrative Services
DAS301000

DIVISION OR INSTITUTION
Human Resources Division

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HR Operations

COUNTY OF EMPLOYMENT
Franklin

POSITION NUMBER
20005948

Reclassification New Position Update Position Hyperlinked to Agency Organizational Tree

USUAL WORKING TITLE OF POSITION: Customer Service Assistant 3 POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: See Table of Organization

Permanent Classified Overtime: Eligible Exempt Bargaining Unit
 Temporary Unclassified If FLSA Exempt, exemption type:
 Intermittent

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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
20	Provides assistance & information to state agencies, state employees in response to telephone, email, written & in-person inquiries; responds to & logs Customer Relationship Management (CRM) tickets regarding general payroll, human resources, benefits (e.g., self-service, W-2's, Open Enrollment, payroll, the Ohio Hiring Management System (OHMS), Employment Development Fund (EDF), human resource, health plan, dental, vision, life insurance, dependent care spending account & childcare voucher programs questions); responds to inquiries regarding status of changes made in the Ohio Administrative Knowledge System (OAKS) PeopleSoft system relating to payroll, human resources & benefits; operates a personal computer to record & retrieve helpdesk tickets for correspondence necessary to respond to inquiries for discussions: researches employee histories, confirms benefits; payroll deduction codes; payroll deductions; operates photocopier; operates fax equipment to send information & documents to customers & other state agencies.	Knowledge in: 1, 2*, 3, 4, 5*, 6*. Skill in: 7, 8 Ability to: 9, 10, 11, 12, 13, 14.
15	Greets applicants & visitors, checks ID's & credentials of visitors; provides information to routine questions of general nature directs visitors to the appropriate professional staff who can handle the customer's needs or question, answers telephone, transfers calls & takes messages for unit, answers questions from callers regarding procedure for obtaining records; forwards misdirected calls to the appropriate units/offices within the division & state, verifies employment for customers via telephone, fax & mail; Email agencies for Manual Paycheck pick up; provide Manual Paychecks(s) & log in book for agency assigned person to sign and pick up; responds by telephone, mail, e-mail or facsimile to records inquires & request received in writing, by telephone, e-mail & in person (e.g., request for employment verification); furnishes printed materials of data classified as public record; provides general information regarding records room services & operations; works with Legal & Communications office to process sensitive request for records from banks, attorneys, private entities & the media; works with Payroll & Legal office to process subpoenas for sensitive information from attorneys; processes morning & afternoon mail; picks up all US & inter-office mail; processes all incoming mail (i.e. opens, sorts, time stamps & delivers) for Human Resources Division units at multiple locations; processes & logs incoming checks; delivers checks to appropriate unit & ensures recipient signature.	Knowledge in: 1, 2*, 3, 4, 5*, 6*. Skill in: 7, 8 Ability to: 9, 10, 11, 12, 13, 14.

JOB TITLE
Customer Service Assistant 3

JOB CODE
64433

April 10, 2014

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Heather Mulstead

10/30/14

