

POSITION DESCRIPTION		AGENCY/DEPT ID Department of Administrative Services DAS301920
DIVISION OR INSTITUTION Benefits Administration	UNIT OR OFFICE Disability Services	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005956 JOB TITLE Benefits Management Representative JOB CODE 65250 App'd 7/27/18 BMS	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION Case Management Specialist		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20005943 Benefits Management Manager 1	
	<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 2 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	
	55	Acts as liaison between Benefits Administration Services, state agencies & state employees: researches complex telephone & written inquiries from active & former employees & state agencies concerning eligibility, payments & continuation of disability benefits; coordinates & researches workers' compensation claims & resolves & responds to appeals; resolves complaints received from employees & former employees; provides assistance & information to hearing representatives & represents management in appeals in disability, workers' compensation, occupational injury leave & unemployment claims; interviews claimants or authorized parties to obtain additional/needed information pertaining to claims; contacts employees, agencies & physicians as part of claims management activities; recommends measures to improve processing & claims management; operates personal computer to enter, edit & retrieve data & produce documents.	Knowledge of 1, 2, 3*, 4*, 5, 6, 7, 8 Skill in 9 Ability to 10, 11, 12, (13) research & respond to sensitive/routine inquiries from & contact with officials, employees, industry officials, payroll/personnel officers & general public; (14) resolve complaints from personnel officers & agency representatives.	
	5	Performs other duties related to case management, processing claims & coordinating with state agencies.	Knowledge of 1, 2, 3*, 4*, 5, 6, 7, 8 Skill in 9 Ability to 10, 11, 12, 13, 14, <u>Position Specific Minimum Qualifications</u> 2 yrs. & exp. in Case Management. 2 yrs. & exp. in medical terminology and ICD-9 codes. 2 yrs. & exp. in Return Work program. *developed after employment	
	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 7/27/18