100-000U

POSITION DESCRIPTION

AGENCY/DEPT ID
Department of Administrative Services
DAS301000

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Human Resources Division	HR Operations	Franklin

POSITION NUMBER 20005963

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION: Benefits Customer Service Representative

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: See Table of Organization

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 a.m. TO: 5:00 p.m.

JOB TITLE: Benefits Customer Service Representative

JOB CODE: 64481 Appd. 12.23.14 AC

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
40	Provides assistance & information to state employees, state agencies, insurance companies & third-party administrators in response to telephone, written & in-person inquiries; responds to inquiries regarding benefits (e.g., state health plan, HMOs, dental, vision, life insurance, COBRA, dependent care spending account & childcare voucher programs); responds to inquiries regarding status of benefits claims processing (e.g., disability, workers' compensation, unemployment & occupational injury leave claims); pulls files (e.g., for examiners to review); reviews claims applications (e.g., ensure necessary paperwork has been submitted); refers calls to specialists for resolution of complex issues; may contact physicians' offices to confirm dates, obtain permission for third-party review & schedule examinations; contacts personnel officers & applicants for information to assist in claims processing.	Knowledge of (1) public relations/ customer service techniques & practices; (2) office practices & procedures; (3) state employee benefits (e.g., health & life, disability/workers' compensation, case management, applicable benefit laws & rules, collective bargaining contracts governing state employee benefits, unemployment, dependent care/child case voucher program)*. Skill in (4) operation of a personal computer & associated hardware (e.g., printer, keyboard) & software (e.g., People Soft, MS Word, Excel, Access, state mainframe computer system - CICS); (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. *developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: [signature]

DATE: 12/23/14

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
25	Records & retrieves data for claims decisions & creates correspondence necessary to respond to inquiries for claims discussions: researches employee histories, confirms benefits & maintains records of disability claims & actions; transcribes handwritten information into databases; generates form letters & other correspondence in response to inquiries: determines format requirements, names documents & maintains disk filing system; produces copies of benefit information for benefits staff & external customers; sends information & documents electronically to customers & other state agencies.	Knowledge of 2, 3* Skill in 4, 5 Ability to 6, 7, 8, 9, 10, 11
20	May process disability leave benefit claims mail &/or inquiries regarding health plan eligibility: reviews claims & any additional information to determine if claim should be forwarded to disability specialist, if work related, or if other special actions are appropriate; reviews initial claim to determine if all technical aspects of claim are met; enters claims data into computer program (i.e., payroll/personnel, disability, insurance, & active PDIA & creates new claims folders); verifies information with computer systems, makes adjustments & contacts agency or vendor to request corrected information.	Knowledge of 2, 3* Skill in 4 Ability to 6, 7, 8, 9, 10, 11
15	Provides support for meetings, training sessions, open enrollment fairs, hearings & Human Resources (HR) conferences on benefits topics (e.g., secures meeting room, schedules attendees, prepares handouts, distributes materials, greets & assists participants); provides additional related clerical & customer service support (e.g., stamps & sorts mail, mails correspondence, delivers materials, greets & assists visitors, trains temporary/student help on pertinent job duties).	Knowledge of 1, 2, 3* Ability to 10, 11

*developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: [signature]

DATE: 12/23/14