

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

POSITION NUMBER 20005963	<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 Benefits Customer Service Representative		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20005943 Benefits 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
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
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

JOB TITLE: Benefits Customer Service Representative
 JOB CODE: 64481
 App'd 5/21/10 BMD

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 5/21/10
--	--	-----------------

