

POSITION DESCRIPTION		AGENCY/DEPT ID Department of Administrative Services DAS302255
DIVISION OR INSTITUTION Human Resources	UNIT OR OFFICE State HR Customer Service	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005964 JOB TITLE Benefits Customer Service Representative JOB CODE 64481 <i>April 8.21.13 pro</i>	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/>	
	USUAL WORKING TITLE OF POSITION Customer Service Assistant		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 09 Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 am TO: 5:00 pm			
JOB DESCRIPTION AND WORKER CHARACTERISTICS				
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities		
55	Provides assistance & information to state agencies, state employees, insurance companies & third-party administrators in response to telephone, written & in-person inquiries; responds to & logs helpdesk tickets regarding payroll, human resources, benefits, (e.g., payroll questions, human resources questions, health plan, HMOs, dental, vision, life insurance, COBRA, dependent care spending account & childcare voucher programs); responds to inquiries regarding status of changes made in the Ohio Administrative Knowledge System (OAKS) PeopleSoft system relating to payroll, human resources & benefits; refers calls to tier 2 specialists for resolution of complex issues; contacts personnel, payroll & benefits specialists for information to assist in closing helpdesk tickets; operates a personal computer to record & retrieve helpdesk tickets for correspondence necessary to respond to inquiries for discussions; researches employee histories, confirms benefits; transcribes handwritten information into databases using PeopleSoft system & helpdesk tickets; generates form letters & other correspondence in response to inquiries; determines format requirements, names documents & maintains data-filing system; operates photocopier to produce copies of payroll, human resources & benefits information for Human Capital Management(HCM) staff & external customers; operates fax equipment to send information & documents to customers & other state agencies.	Knowledge of (1) public relations/ customer service techniques & practices; (2) office practices & procedures; (3) state employee benefit, payroll, and human resources programs (e.g., basic payroll functions, human resources rules, health & life, applicable benefit laws & rules, collective bargaining contracts governing state employee benefits, dependent care/child case voucher program)*. Skill in (4) operation of a personal computer & associated hardware & software (e.g., MS Word, Excel, PowerPoint, PeopleSoft - PS*); (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	DATE	
		<i>[Signature]</i>	8-21-13	

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	USUAL WORKING TITLE OF POSITION Customer Service Assistant		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 09 Page 2 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 am TO: 5:00 pm			
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities		
25	May process benefit claims mail &/or inquiries regarding health plan eligibility: reviews claims & any additional information to determine if claim should be forwarded to specialist, or if other special actions are appropriate; reviews and enters claims data into PeopleSoft application; verifies information with PeopleSoft system, 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.		
20	Provides support for meetings, training sessions, Payroll & HR conferences, (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 <i>Stephan Sada</i>	DATE 8/21/13	