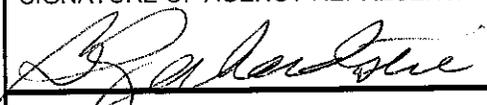


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|---|---------------------------------------|--|
| POSITION DESCRIPTION | | AGENCY/DEPT ID Department of Administrative Services DAS302245 |
| DIVISION OR INSTITUTION Human Resources Division | UNIT OR OFFICE State HR Operations | COUNTY OF EMPLOYMENT Franklin |

| | | |
|---|---|---|
| POSITION NUMBER 20005967 JOB TITLE Benefits Management Representative JOB CODE 65250 | <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 Representative | POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20005968 Human Capital Management Manager |
| | <input checked="" type="checkbox"/> Permanent <input checked="" type="checkbox"/> Classified Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt <input type="checkbox"/> Temporary <input type="checkbox"/> Unclassified <input type="checkbox"/> Intermittent | If FLSA Exempt, exemption type: Bargaining Unit 14 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 |
| 60 | Participates on Department of Administrative Services (DAS), Human Resource Division (HRD), Human Capital Management & Agency HR Support (HCM), State HR Operations team responsible for the development & implementation of benefits policies & procedures affecting state employees; provides technical assistance to state workers & agencies to resolve benefits issues related to health, ancillary benefits, third party administrators, COBRA, & dependent care programs; assists in development of methods to implement benefits policies & procedures on a statewide basis; acts as liaison between HCM & Agency HR Support Unit, state agencies, state employees & health plan personnel; researches complex telephone & written inquiries from active former employees & state agencies concerning eligibility, payments, policies, procedures & continuation of benefits; monitors written plan materials & communications; resolves plan related complaints & appeals via letter & telephone; coordinates claims activities with third party administrator &/or Benefits Trust personnel as needed; reviews & processes health plan enrollment forms; coordinates & assists with HCM LAB sessions to train DAS HRD & state agencies on Ohio Administrative Knowledge System (OAKS) procedures; recommends measures to improve processes; works closely with human resources & payroll processing/deductions area: (e.g. initiate health plan make-up & refund payments, balancing of payments, authorizing payroll deductions, maintenance of correct health plan effective dates & other plan data). | Knowledge of: (1) public relations, (2) state employee benefits (e.g., vision, dental, life, dependent care & pharmacy benefits)*, (3) applicable benefits laws, (e.g., Ohio Revised Code & Ohio Administrative Code) & collective bargaining contracts governing state employee benefits*. Skill in: (4) operation of a personal computer & related software, (e.g., MS Word, Excel, Access, PeopleSoft). Ability to: (5) define problems, collect data, establish facts & draw valid conclusions, (6) cooperate with co-workers on group projects, (7) handle sensitive inquiries from contacts with employees, officials & general public, (8) resolve complaints from angry citizens & government officials, (9) prepare meaningful, concise & accurate reports, (10) deal with a variety of variables in somewhat unfamiliar context. <u>Position Specific Minimum Qualifications</u> 12 mths. exp. in processing employee benefits using with PeopleSoft HCM functions 12 mths. exp. with HCM modules (e.g., benefits) *developed after employment |

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| List Position Numbers & Job Titles of Positions Directly Supervised: | SIGNATURE OF AGENCY REPRESENTATIVE  | DATE 3/2/11 |
|--|--|----------------|

