

POSITION DESCRIPTION

AGENCY/DEPT ID
Department of Administrative Services
DAS301000

DIVISION OR INSTITUTION
Human Resources Division

UNIT OR OFFICE
HCM & Agency HR Support
State HR Operations

COUNTY OF EMPLOYMENT
Franklin

POSITION NUMBER
20005968

Reclassification New Position Update Position Hyperlinked to Agency Organizational Tree

USUAL WORKING TITLE OF POSITION: HCM Benefits Team Manager POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: SEE TABLE OF ORGANIZATION

Permanent Classified Overtime: Eligible Exempt Bargaining Unit
 Temporary Unclassified
 Intermittent Essential If FLSA Exempt, exemption type: Page 1 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
70	<p>Manages Human Capital Management (HCM) Benefits Support Unit & supervises lower-level staff (e.g., approves leave, initiates discipline; interviews applicants & recommends staff for hire; completes performance evaluations; develops training materials; monitors completed work of staff to ensure accuracy & consistency with established DAS policies, procedures & guidelines; responsible for processing benefits for all departments, institutions, boards, & commissions; ensures reliability of state benefits; researches & reviews Ohio Revised Code & union contracts to ensure appropriate rules application; works closely with Ohio Administrative Knowledge System (e.g., OAKS module running on PeopleSoft application) staff to respond to inquiries from customers (e.g., analyzes & researches issues, determines solutions & executes in OAKS, coordinates higher-level tasks with OAKS staff, tests solutions/changes before & after production); maintains & develops queries using OAKS PS Query or Cognos; monitors & maintains state leave plans (e.g., vacation, sick, personal, disability, parental, workers compensation, occupational injury) in OAKS HCM Module; reviews benefits enhancement requests & makes recommendations for changes; monitors benefits support functions; recommends & implements modifications & new procedures required to correct problems; ensures benefits processing which may require overtime hours.</p>	<p>Knowledge of (1) benefits customer service and benefits communications; (2), management; (3) supervision principles; (4) public relations; (5) government structure & process*. Skill in (6) processing benefits using OAKS HCM module functions; (7) operation of a personal computer & related software (e.g. MS Word, Excel, Access); (8) use of Web-based applications (e.g., HCM, FIN, ISQL, PS Query &/or Cognos). Ability to (9) understand communications and customer service fields; (10) deal with a variety of variables in somewhat unfamiliar context; (11) establish friendly atmosphere as supervisor of work unit; (12) handle sensitive inquiries from & contacts with officials & general public.</p> <p>*developed after employment</p>

JOB CODE TITLE
64615 Coped 9.15.14 AC Human Capital Management Manager

List Position Numbers & Job Titles of Positions Directly Supervised:
SEE TABLE OF ORGANIZATION

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Kevin M. Tolsted

9/15/14

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
20	Researches, investigates & processes customer inquiries; provides answers to questions regarding HCM benefits information; develops & implements policies & procedures for employee benefits programs & functions; makes recommendations on alternative activities with other units within Human Resources Division (HRD) Office of HCM and Agency HR Support; serves as a liaison with state agencies on benefits related issues; develops benefits procedure memos; monitors timeliness & quality of responses from Benefits Support Unit; assists with development & writing of training materials for state agencies; makes public presentations; oversees preparation & revisions of benefits materials to agencies & employees; assists communication manager in developing OAKS open enrollment materials.	Knowledge of 1*, 2, 3, 4, 5*. Skill in 6, 7, 8. Ability to 9, 10, 11, 12, (13) write & develop policies & procedures; (14) proofread technical materials, recognize errors & make corrections; (15) define problems, collect data, establish facts & draw valid conclusions; (16) ability to interpret a variety of technical matter in books, journals & manuals; (17) understand manuals & verbal instructions, technical in nature; (18) prepare & deliver speeches before specialized audiences.
10	Performs other duties as assigned: develops & implements effective methods of communication & benefits customer service program delivery; operates personal computer to edit, enter &/or verify data; represents administrator at meetings & assumes responsibility in administrator's absence; performs other duties related to benefits communications as assigned. <u>Position is overtime exempt.</u>	Knowledge of 2, 3, 5*; (19) electronic data processing systems. Skill in 7. Ability to 9, 10, 11. *developed after employment

JOB CODE TITLE
Human Capital Management Manager

JOB CODE
64615
Open 9.15.14 CC

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SEE TABLE OF ORGANIZATION

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Kevin M. Neubrad

9/15/14