

POSITION DESCRIPTION		AGENCY/DEPT ID Department of Administrative Services DAS301000
DIVISION OR INSTITUTION Human Resources Division	UNIT OR OFFICE Benefits Administration	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005972 JOB TITLE Benefits Management Representative JOB CODE 65250 <i>April 1, 16, 15</i>	<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 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 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), Benefits Administration 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 medical, dental, & vision, ancillary benefits (e.g., supplemental life, retirement, leave plans), third party administrators, flexible spending accounts, & dependent care programs; assists in development of methods to implement benefits policies & procedures on a statewide basis; acts as liaison between Benefits Administration, state agencies, state employees & health plan personnel; researches complex telephone & written inquiries from active & inactive employees & state agencies concerning eligibility, payments, policies, procedures & continuation of benefits; monitors written plan materials & communications; resolves plan related complaints & appeals via written & verbal forms of communication (e.g., letters, emails, telephone); ; reviews & processes health plan enrollment forms; assists in development of & presents benefits training to state agency representatives & HRD staff; ; works closely with HRD staff: (e.g. initiates health plan make-up & refund payments, balancing of payments, authorizing payroll deductions, maintenance of correct health plan effective dates & other plan data, leave balance adjustments, retirement deduction makeups, coordinates claims activities with third party administrator &/or Benefits Trust personnel).	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, Outlook, 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	
	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE <i>Kevin M. Mulstead</i>	DATE 1/16/15

