

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 20005974 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 20005849 Human Capital Management Administrator 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 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

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 8/17/10
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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
20	Conducts public relations activities (e.g., attends and/or conducts seminars/workshops, delivers speeches); assists in the development & revision of forms, instructional materials, procedure manuals, newsletter articles & open enrollment materials; participates on team responsible for planning & conducting benefits training sessions for agency representatives & preparing for annual open enrollment activities.	Knowledge of: 1, 2*, 3*. Skills in: 4, Ability to: 5, 7, (11) understand manuals & verbal instructions, (12) prepare & deliver speeches before specialized audiences & general public; (13) originate &/or edit articles for publication.
20	Drafts correspondence; enters payments (e.g. health care, COBRA, child care voucher); retrieves data, verifies data, & corrects employee benefits information; performs research & produce documents & reports; assists answering customer serve phones as needed; performs other duties related to benefits processing as assigned.	Knowledge of: 1, 2*, 3*. Skills in: 4. Ability to: 5, 7, 8, (14) comprehend & record figures accurately; (15) gather, collate & classify information about data, people or things.

*developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE DATE

[Handwritten Signature] 8/10