

# 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  
20005974

Reclassification     New Position     Update    Position Hyperlinked to  Agency Organizational Tree

USUAL WORKING TITLE OF POSITION: Benefits Representative    POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: See Table of Organization

Permanent     Classified    Overtime:  Eligible     Exempt    Bargaining Unit 14  
 Temporary     Unclassified    If FLSA Exempt, exemption type:  
 Intermittent    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).	<p>Knowledge of: (1) public relations, (2) state employee benefits (e.g., vision, dental, life, dependent care &amp; pharmacy benefits)*, (3) applicable benefits laws, (e.g., Ohio Revised Code &amp; Ohio Administrative Code) &amp; collective bargaining contracts governing state employee benefits*.</p> <p>Skill in: (4) operation of a personal computer &amp; related software, (e.g., MS Word, Excel, Outlook, PeopleSoft).</p> <p>Ability to: (5) define problems, collect data, establish facts &amp; draw valid conclusions, (6) cooperate with co-workers on group projects, (7) handle sensitive inquiries from contacts with employees, officials &amp; general public, (8) resolve complaints from angry citizens &amp; government officials, (9) prepare meaningful, concise &amp; accurate reports, (10) deal with a variety of variables in somewhat unfamiliar context .</p> <p><u>Position Specific Minimum Qualifications</u></p> <p>12 mths. exp. in processing employee benefits using with PeopleSoft HCM functions 12 mths. exp. with HCM modules (e.g., benefits)</p> <p>*developed after employment</p>

JOB TITLE: Benefits Management Representative  
JOB CODE: 65250  
*Approved 1.14.15 AC*

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Kevin M. Mihalstead*    *1/16/15*

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Benefits Representative

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
See Table of Organization

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 Unclassified

Overtime:  Eligible     Exempt

Bargaining Unit 14

If FLSA Exempt, exemption type:

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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; retrieves data, verifies data, & corrects employee & dependent benefits information; performs research & produces 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

JOB CODE: 65250  
JOB TITLE: Benefits Management Representative  
1.16.15 OC

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SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Kevin M. Neubstead*

1/16/15