

POSITION DESCRIPTION		AGENCY/DEPT ID DAS500000
DIVISION OR INSTITUTION OFFICE OF INFORMATION TECHNOLOGY	UNIT OR OFFICE ISD/ Customer Service Center	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20073569 JOB CODE TITLE Customer Service Assistant 3 JOB CODE 64433 <i>VAS 3/2/16 Uca</i>	<input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION Customer Service Assistant		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 <input type="checkbox"/> Essential	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit 9 PR 29 Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): 8 hour shift between the hours of 6:00 am to 7:00 pm (may include some weekends and holidays)			
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities		
70	Under general supervision, provides Level One Help Desk support to service portfolio customers regarding Ohio Administrative Knowledge System (OAKS): serves as initial telephone contact; utilizes superior customer service techniques (e.g., friendly, helpful attitude; pleasant tone of voice; active listening skills, ability to ask probing & closed questions to gain specific information,) to assess nature & extent of issue & respond to customer; receives, investigates, troubleshoots, researches &/or resolves issues, questions & complaints; escalate callers or case tickets to appropriate higher-level staff for resolution when required; escalates unresolved cases; maintains user contact until final resolution; operates personal computer & associated software (e.g., PeopleSoft Customer Relationship Management (CRM) System, ServiceNow or other Help Desk Solution, Microsoft Office Suite) to track inquiries & perform related word processing & reporting tasks; creates & maintains cases in CRM or ServiceNow (e.g., opens case record; records detailed information regarding issue, confirms user contact information, conducts basic analysis of issue, researches potential solutions, notes action taken, closes case); assigns cases to appropriate provider groups & emails notification to customers & providers using MS Outlook or Help Desk Solution notifier; resets passwords for OAKS systems (e.g., HCM, ePay, Financials, Benefits or other applications); works assigned shift which may be non-standard business hours.	Knowledge of (1) customer service techniques; (2) office practices & procedures*; (3) public relations; (4) Customer Relations Management (CRM) software; (5) PeopleSoft modules (e.g., HCM, FIN, ePay, payroll, benefits); (6) interviewing techniques; (7) comprehensive writing skills. Skill in (8) operation of personal computer & associated hardware/software (e.g., MS Word, Outlook, Excel ServiceNow,); (9) office equipment operation (e.g., fax & copy machines). Ability to (10) respond to customers in friendly, helpful manner; (11) count & do basic addition & subtraction; (12) define problems, collect data, establish facts & draw valid conclusions; (13) carry out simple instructions; (14) work non-standard business hours; (15) ask probing & closed questions to gain specific information. (16)) define problems, collect data, establish facts & draw valid conclusions; (17) gather, collate & classify information about data, people or things; (18) handle complex & sensitive telephone, written & face-to-face contacts with employees, general public, private & government officials; (19) write accurate & concise reports; (20) conduct necessary research/retrieval of data & provide appropriate response verbally and/or in writing to customers (21) prioritize & efficiently & effectively handle multiple tasks. *developed after employment.		
List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE	DATE	
		<i>Stuart R. D.</i>	2/23/16	

