# POSITION DESCRIPTION

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

POSITION NUMBER 20073572

☒ Reclassification ☐ New Position ☐ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
SEE TABLE OF ORGANIZATION

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified ☐ Essential

Overtime: ☒ Eligible ☐ 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 CODE TITLE Customer Service Assistant 3

JOB CODE 64433

## 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.<br>**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).<br>**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.<br><br>*developed after employment. |

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: [signature]

DATE: 6/20/16

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Bargaining Unit 9
PR 29
Page 2 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 |
|---|---|---|
| 25 | Under general supervision provides overflow and backup services within the customer service center (CSC) to support applications, email, mainframe, network, security, servers & storage services for multiple state agencies, boards & commissions. Creates, and analyzes incident & problem tickets to insure proper completion and assignment of incident or service request. Follows established policy and procedures for prioritization categorization. Follows up to insure resolution within time limits prescribed by service level agreements (SLAs);follows escalation procedures; Initiates first level resolution within confines of access and security authority, utilizing published processes and procedures, analyzes day-to-day operations to detect processing trends & system restrictions in order to identify & resolve chronic system accessing & networking problems; analyzes current operational procedures to recommend productivity enhancements | **Knowledge of** 1-3*; 5-7.<br>**Skill in** 8-9.<br>**Ability to** 10-20. |
| 5 | Upon direction by Supervisor, acts as back-up for telephone directory assistance email response and calls; Performs other related duties as assigned: makes copies of training & office materials; creates & maintains reports; faxes information; assists with other project functions attends staff meetings; serves on process improvement teams; attends variety of training seminars & classes; assists in training new staff members. | **Knowledge of** 1-7*.<br>**Skill in** 8-9.<br>**Ability to** 10-13. |
| | | *developed after employment. |

JOB CODE TITLE **Customer Service Assistant 3**

JOB CODE 64433

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 6/20/16