

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
SDD/OAKS Help Desk

POSITION NUMBER
20073573

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Customer Service Assistant

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20075122 Management Analyst Supervisor 2

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8 hour shift between hours of 6:00 am & 7:00 pm including some weekends and holidays. Page 1 of 1

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
90	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 or other Help Desk Solution, Microsoft Office Suite) to track inquiries & perform related word processing & reporting tasks; creates & maintains cases in CRM (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; acts as back-up for telephone directory assistance overflow calls.	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); (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.
10	Performs other related duties as assigned: makes copies of training & office materials; creates & maintains reports; faxes information; sets-up training rooms; assists with other project functions; serves as project receptionist on rotating basis; attends staff meetings; directs others to meetings; serves on process improvement teams; attends variety of training seminars & classes; assists in training new staff members.	Knowledge of 1, 2, 3, 4, 5 Skill in 7, 8 Ability to 10, 11, 12, 13.
	Must submit to & pass personal background check.	*developed after employment

JOB CODE TITLE
Customer Service Assistant 2

JOB CODE
64432

List Position Numbers & Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



5/7/08

Apd 5-29-08 CB