

# 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  
20075124

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

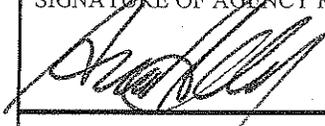
Opd 5-29-08 CB

JOB CODE  
64432

List Position Numbers & Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



5/27/08