100-200N

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Human Resources

UNIT OR OFFICE
Benefits Administration Services

POSITION CONTROL NUMBER
29011.0

CLASS TITLE
Management Analyst Supervisor 2

CLASS NUMBER
63216

☒ State Agency ☐ County Agency ☒ New Position ☐ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Communications Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
22412.0 Human Resources Manager 4

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
60	On behalf of the Department of Administrative Services (DAS), Benefits Administration Services Department plans & directs the development of communications program: coordinates with communication consultant to develop a strategic plan for state's benefits communications & communication materials; responsible for state's benefits education programs, drafts benefits & Open Enrollment (OE) communications (e.g., benefits books, open enrollment materials, total compensation statement); plans & administers overall marketing strategy for state's benefits programs, (e.g. health plans, disease management, wellness & pharmacy); develops benefits training programs for state agencies & state employees; develops marketing plan for statewide health & wellness programs, coordinates with vendors in providing consistent benefit messages to employees, reviews benefits program contractor's communications for employees, makes recommendations & revises communication materials to meet needs of state; oversees OE benefits enrollment processes, (e.g., creates OE materials, oversees printing & distribution of materials); develops strategic messaging for Pathways & other benefits newsletters & print materials; develops tools to evaluate customer satisfaction; operates a personal computer to enter, edit, retrieve data &/or to produce data/documents; provides electronic design services on BAS website (e.g., layout & design services) & ensures information is posted on website in a timely manner.	Knowledge of: (1) Benefits Administration*, (2) employee training & development, (3) public relations, (4) human relations, (5) agency policies & procedures*, (6) government structure & process* & (7) marketing. Skills in: (8) Operation of personal computer & related software (e.g., Word Perfect, Excel, Outlook) (9) graphics creation, page layout & website design. Ability to: (10) Write procedural memos & directives regarding programs & procedures for assigned area, (11) deal with some but mostly concrete variables, (12) define problems, collect data, establish facts & draw valid conclusions, (13) ability to interpret a variety of technical materials in books, journal & manuals, (14) originate &/or edit articles for publication, (15) cooperate with co-workers on group projects.
20	Establishes criteria for vendor communications: Issues request for proposals (RFP) for communication consultants; participates on evaluation team; (e.g., scores responses); reviews & makes recommendations for alternative communication approaches, (e.g., videos, telephone meetings, web simulcasts, etc.); researches, analyzes software programs for implementation & training; explores interactive methodical web-based programs; evaluates benefits delivery systems & quality initiatives.	Knowledge of: 1*, 5*, 6*, 7, (16) interview skills & (17) electronic data processing systems. Skills in: 8 & 9. Ability to: 11 & 12.
	This position is overtime exempt	*developed after employment

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: Nan Neff

DATE: 10-17-05

APD 10-28-05 me

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8:00 a.m. - 5:00 p.m.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
20	Prepares correspondence; attends meetings, makes presentations, develops & conducts benefits training courses;. serves on Joint Health Care Committee – Communication sub-committee; trains other benefits staff on presentation skills; develops & writes policies & procedures for employee benefit communications, writes & develops benefits procedures memos; oversees preparation & revisions of communication materials to agencies & employees; oversees on-going storage & distribution of health benefit materials.	Knowledge of: 1*, 2, 3, 4, 5, & 6*. Skills in: 8 & 9 Ability to: 10, 11, 12, 13, 14, 15 & (18) prepare & deliver speeches before specialized audiences.
	This position is overtime exempt	*developed after employment

List Position Numbers and Class Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	Nan Neff	10-17-05

APPD 10-28-05 [illegible]