100-200U

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Human Resources

UNIT OR OFFICE
Benefits Administration

POSITION CONTROL NUMBER
29200.0

CLASS TITLE
Benefits Manager 1

CLASS NUMBER
65255

☒ State Agency ☐ County Agency ☐ New Position ☒ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Manager Disability Claims

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISON
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
50	Manages and oversees disability case management claims processing unit. Manages entire assessment and monitoring system, which provides state employees, state agencies, insurance companies and third party administrators with information regarding disability benefits for all state employees. Directs disability case services team in implementation and coordination of statewide policies and claims processing activities. Supervises disability case management staff.	Knowledge of (1) disability case management claims processing, (2) management, (3) supervision principles, (4) public relations, (5) government structure and process. Skill in (6) personal computer & associated hardware & software (e.g. MS Word, Excel) Ability to: (7) understand practical field of study, (8) natural sciences, (9 prepare and deliver speeches before specialized audiences and general public), (10) establish friendly atmosphere as supervisor of work unit, (11) handle sensitive inquiries from & contacts with officials and general public.
25	Researches difficult inquiries, researches, investigates and processes customer inquiries and provides answers to questions regarding benefits information; develops policies and procedures regarding disability case management. Makes recommendations on alternative disability management packages; coordinates activities with other units within Benefits Administration Services and serves as liaison with the Office of Collective Bargaining on disability related issues.	Knowledge of 1, 2, 3, 4, 5. Skill in 6. Ability to: (12) deal with a variety of variables in somewhat unfamiliar context, (13) deal with some abstract but mostly concrete variables, (14) ability to interpret variety of technical material in books, journals and manuals, (15) understand manuals and verbal instructions, technical in nature. *developed after employment

List Position Numbers and Class Titles of Positions Directly Supervised:
29202.0 Bene Mgmt Rep
29204.0 Bene Mgmt Rep
29206.0 Bene Mgmt Rep
29208.0 Bene Mgmt Rep
29104.0 Bene Mgmt Rep
29106.0 Bene Mgmt Rep

SIGNATURE OF AGENCY REPRESENTATIVE: Nan Neff

DATE: 03-30-05

APD 4-6-05 MR

100-200U

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Human Resources

UNIT OR OFFICE
Benefits Administration

POSITION CONTROL NUMBER
29200.0

CLASS TITLE
Benefits Manager 1

CLASS NUMBER
65255

☒ State Agency ☐ County Agency ☐ New Position ☒ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Manager Disability Claims

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISON
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
25	Develops and writes disability/case management and workers' compensation claims processing procedure memos; monitors timeliness and quality of responses; and makes public presentations. Interviews applicants and recommends staff for hire, completes performance evaluations, develops training, monitors completed work of staff to ensure accuracy and consistency with established policies, procedures and guidelines; develops and implements effective methods of communication. Operates personal computer to edit, enter and/or verify data. Performs other duties related to disability management, as assigned. Position is overtime exempt.	Knowledge of 1, 2, 3, 4, 5, (16) interviewing techniques. (17) handle sensitive inquiries from & contacts with officials & general public, (18) resolve complaints from angry citizens & government officials, (19) gather, collate and classify information about data, people or things. Skill in 6, (20) budgeting. Ability to: (21) prepare meaningful, concise and accurate reports, (22) proofread technical materials, recognize errors and make corrections. *developed after employment

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 03-30-05

APD 4-6-05