100-200U

# 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 29216.0

CLASS TITLE Benefits Customer Service Representative

CLASS NUMBER 64481

Appd 9-4-03 CB

☒ State Agency ☐ County Agency ☐ New Position ☒ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Benefits Customer Service Representative

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
29008.0 Benefits Customer Service Manager

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 |
|---|---|---|
| 40 | Provides assistance & information to state employees, state agencies, insurance companies & third-party administrators in response to telephone, written & in-person inquiries. Responds to inquiries regarding benefits (e.g., state health plan, HMOs, dental, vision, life insurance, COBRA, dependent care spending account & childcare voucher programs). Responds to inquiries regarding status of benefits claims processing (e.g., disability, workers' compensation, unemployment & occupational injury leave claims); pulls files; reviews claims applications; refers calls to specialists for resolution of complex issues. May contact physicians' offices to confirm dates, obtain permission for third-party review & schedule examinations. Contacts personnel officers & applicants for information to assist in claims processing. | Knowledge of (1) public relations/ customer service techniques & practices; (2) office practices & procedures; (3) state employee benefits (e.g., health & life, disability/workers' compensation, case management, applicable benefit laws & rules, collective bargaining contracts governing state employee benefits, unemployment, dependent care/child case voucher program)*.<br>Skill in (4) operation of a personal computer & associated hardware (e.g., printer, keyboard) & software (e.g., MS Word, Excel, Access*, state mainframe computer system - CICS*); (5) operation of photocopier & fax equipment*.<br>Ability to (6) gather relevant data to discuss nature of inquiry/complaint; (7) conduct necessary research/retrieval of data & provide appropriate response verbally &/or in writing or refer customer to appropriate staff member; (8) prepare routine & sensitive correspondence in response to inquiries; (9) handle routine & sensitive inquiries from & contacts with state employees, state agencies, insurance carriers & third-party administrators & general public; (10) cooperate with co-workers on group projects; (11) define problems, collect data, establish facts & draw valid conclusions.<br><br>*developed after employment |

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: Carolyn L Mellon

DATE: 8/25/13

100-200U

# 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
29216.0

CLASS TITLE
Benefits Customer Service Representative

CLASS NUMBER
64481

☒ State Agency ☐ County Agency ☐ New Position ☒ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Benefits Customer Service Representative

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
29000.0 Benefits Customer Service Manager

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 | Operates a personal computer to record & retrieve data for claims decisions & create correspondence necessary to respond to inquiries for claims discussions: researches employee histories, confirms benefits & maintains records of disability claims & actions; transcribes handwritten information into databases using state payroll system (CICS) & Access. Uses MS Word to generate form letters & other correspondence in response to inquiries: determines format requirements, names documents & maintains disk filing system. Operates photocopier to produce copies of benefit information for benefits staff & external customers; operates fax equipment to send information & documents to customers & other state agencies. | Knowledge of 2, 3*<br>Skill in 4, 5*<br>Ability to 6, 7, 8, 9, 10, 11 |
| 20 | May process disability leave benefit claims mail &/or inquiries regarding health plan eligibility: reviews claims & any additional information to determine if claim should be forwarded to disability specialist, if work related, or if other special actions are appropriate; reviews initial claim to determine if all technical aspects of claim are met; enters claims data into computer program (i.e., PDIA on CICS) & creates new claims folders. Verifies information with computer systems, makes adjustments & contacts agency or vendor to request corrected information. Verifies information with computer systems, makes adjustments, contacts agency or vendor to request corrected information. | Knowledge of 2, 3*<br>Skill in 4<br>Ability to 6, 7, 8, 9, 10, 11 |
| 15 | Provides support for meetings, training sessions, open enrollment fairs, hearings & HR conferences on benefits topics (e.g., secures meeting room, schedules attendees, prepares handouts, distributes materials, greets & assists participants). Provides additional related clerical & customer service support (e.g., stamps & sorts mail, mails correspondence, delivers materials, greets & assists visitors, trains temporary/student help on pertinent job duties). | Knowledge of 1, 2, 3*<br>Ability to 10, 11 |

*developed after employment

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE
9/25/03

Upd 9-4-03 CB