

**STATE OF OHIO (DAS)**CLASSIFICATION  
SPECIFICATION**CLASSIFICATION SERIES**

ODJFS Customer Service

**SERIES NUMBER**

6428

**MAJOR AGENCIES**

Job &amp; Family Services only

**EFFECTIVE**

02/26/2012

**SERIES PURPOSE**

The purpose of the ODJFS customer service occupation is to register & provide job referrals to employment services applicants, process unemployment compensation claims for benefits & provide specialized services to improve employability of applicants.

At the first level, incumbents provide claims intake services, process new monetary, additional and non-monetary (i.e., non-separation & separation) claims, process job orders, register/update customer information in Ohio Jobnet, perform related employment services duties (e.g., profiling, testing, verification of TRA/NAFTA eligibility & operating personal computer to enter/update/retrieve customer information), and perform daily clerical tasks.

At the second and third levels, incumbents plan, organize, promote & secure job opportunities for veterans.

At the fourth level, incumbents process all types of monetary & non-monetary claims & make appropriate determinations in accordance with state & federal law & agency policy & regulations.

At the supervisory level, incumbents plan & coordinate employment services & unemployment compensation activities in one or more work units in designated field office & supervise assigned staff.

At the managerial levels, incumbents interpret federal regulations, policy & directives & formulate policies & procedures related to veterans' employment & training issues to be used by state & local levels or provide technical assistance to agency staff in direction, planning & implementation of assigned program (i.e., employment services &/or unemployment compensation).

**Glossary**

Work unit: comprised of at least 2 full-time permanent employees, one of which must be classified in the same class series as Customer Service Supervisor, 64285 or as Unemployment Claims Examiner 4, 16744.

Designated field office: A one stop employment & training center, call center or processing center.

Note: this class is reserved for use by the Department of Job & Family Services only.

**JOB TITLE**

Customer Service Representative

**JOB CODE**

64281

**PAY GRADE**

29

**EFFECTIVE**

03/07/2004

**CLASS CONCEPT**

The first full performance level class works under general supervision & requires working knowledge of customer service/public relations, office practices & procedures, state & federal laws & departmental policies & procedures governing eligibility for & processing of monetary & non-monetary claims for unemployment insurance & for employment services, & skill in basic typing & operation of personal computer in windows 3.1 application in order to provide claim intake services, process/update monetary & non-monetary claims for unemployment insurance, process job orders, register/update applicants on Ohio Jobnet, provide assistance in locating suitable employment, & perform other related employment services (e.g., profiling; testing; verification of eligibility & processing applications for trade readjustment & north American free trade agreement).

**JOB TITLE**

Customer Service Disabled Veteran Outreach Specialist

**JOB CODE**

64282

**PAY GRADE**

29

**EFFECTIVE**

03/07/2004

**CLASS CONCEPT**

The full performance level class works under general supervision & requires considerable knowledge of employment services in order to plan, organize, promote & secure job opportunities for veterans who are disabled, establish &/or coordinate county councils for veterans issues & explain basic unemployment compensation benefit eligibility requirements to veterans who are disabled.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Customer Service Veteran Employment Representative	64283	29	03/07/2004

**CLASS CONCEPT**

The full performance level class works under general supervision & requires considerable knowledge of employment services in order to plan, organize, promote & secure job opportunities for veterans, establish &/or coordinate county councils for veterans issues & explain basic unemployment compensation benefit eligibility requirements to veterans.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Customer Service Specialist	64284	30	03/07/2004

**CLASS CONCEPT**

The second full performance level class works under general direction & requires thorough knowledge of employment services & unemployment compensation benefits in order to process all types of monetary & non-monetary claims (e.g., seasonal, combined wage, school & non-school, federal, civilian, military & all combinations) & make appropriate determinations in accordance with state & federal law & agency policy & regulations.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Customer Service Supervisor	64285	11	02/28/2010

**CLASS CONCEPT**

The supervisory level class works under direction & requires extensive knowledge of employment services & unemployment compensation benefits & supervisory principles & techniques in order to plan & coordinate employment services & unemployment compensation activities in one or more work units in designated field office & supervise assigned staff.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Customer Service Veteran Program Manager 1	64286	11	02/28/2010

**CLASS CONCEPT**

The first managerial level class works under direction & requires extensive knowledge of departmental policies & procedures & state &/or federal laws, rules & regulations related to veterans' employment & training & public/business administration in order to provide technical assistance to agency staff, interpret federal regulations, policy & directives & formulate policies & procedures regarding veterans' employment & training issues to be used by state & local levels, assist higher level program managers in execution of veterans' programs in district, monitor participation of veterans in federally funded employment & training programs & serve as approval authority for training contracts.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Customer Service Veteran Program Manager 2	64287	13	02/28/2010

**CLASS CONCEPT**

The managerial level class works under direction & requires extensive knowledge of departmental policies & procedures & state &/or federal laws, rules & regulations related to public labor exchange system & veterans' employment & training & public/business administration in order to plan & manage veteran grant & other funding streams (e.g., DVOP, LVER, Special Initiatives & Incentives, Transition Assistance Program (i.e., TAP) Workforce Investment Act (i.e., WIA) in excess of \$1 million, plan & manage delivery of employment & training services for veteran specific programs & supervise customer service veteran employment representatives & disabled veteran outreach specialists assigned to One-Stop Centers & outstation locations (e.g., Veterans' Administration facilities, county veteran services offices) in assigned district & develop & implement program policies & procedures to facilitate successful delivery of Veterans employment & training programs, serve as liaison with one-stop operators, continuously travel throughout district to monitor delivery of veterans' employment & training services & compliance with federal & state regulations, review reports to ensure staff efficiency, proper allocation of funding & adherence to Veteran State Plan & develop & implement corrective action plans to improve program deficiencies.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Customer Service Representative	64281	09	03/07/2004	29

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Processes new monetary claims for unemployment insurance (e.g., when information is incomplete, missing or incorrect wage record system per customer, completes applicable form & has customer sign & provide acceptable proof such as check stub or employer letter to determine eligibility of claim for issuance of assignment; questions customer about potential deductible income identified by customer on form; takes customer statement & writes out on form or completes another applicable form to determine effect on benefit amounts; using information provided by customer, makes decision to release monetary or establishes period of follow-up; checks claims folders from previous day to ensure monetary decision was released to all interested parties & to correct 'on hold' accounts so that notices can be released timely; when employer identified by customer is unknown or vague & can not be located on benefit system, telephones employer to verify/clarify information for completing/expediting claim; completes route slip & attaches to file folder, & sends to appropriate special claims in red pouch; makes dummy folder consisting of appropriate form & documents & indication of where & when file was sent & forwards interstate original forms to appropriate state; reviews received forms for issues; operates personal computer to enter data into computer for payment or non-payment; if non-payment, enters notation to claimant for additional information to resolve issue), additional claims (e.g., provides benefits rights interview & necessary forms to establish eligibility for unemployment insurance benefit payment using on-line systems & personal computer; telephones or writes employer to obtain reason for separation & information to establish eligibility using personal computer & on-line system; operates personal computer to update applicable screen to enter mailing instructions & tallies to record transactions; obtains written statement from claimant or employer to establish eligibility using appropriate forms), non-monetary claims involving non-separation (e.g., identifies & resolves Stanley Taylor & other eligibility issues to continue &/or restore timely benefit payment; obtains rebuttal to continue &/or restore timely benefit payment; records concise statement of rebuttal to determine accurate application of law; physically locates correspondence necessary to adjudicate non-separation issues; operates personal computer to record completion of transaction), & non-monetary claims involving separation (e.g., conducts fact-finding & written documentation of information obtained from interested parties; writes statements from contacts; identifies source data & time of information to make claim determination; reviews non-monetary guide to find section applicable to particular case & annotates file with section & reason for decision; operates personal computer to access benefits system to make entries to generate decision, compose notes or write original free-flow decision & annotate entries applicable to decision to initiate claim or make claim non-payable; records decisions that are tallied, document employer response & determine further action; notifies other interested parties by letter that appeal has been filed, informs them of their rights & requests additional data; puts file in pending for follow-up & routes entire file to reconsideration; makes dummy file for maintaining records & additional information received),

AND

Provides claims intake services (e.g., informs & advises customers of rights & responsibilities; obtains customer pertinent information with proof to check appropriate computer systems for previous claims history to determine appropriate forms to give customer; questions customer asking unemployment insurance eligibility questions to give appropriate forms; reviews customer's application to identify issues to be addressed; checks appropriate computer systems to determine base period of employers of the customer & whether employer is covered by unemployment insurance; accesses electronic scheduler to determine availability of staff to service customer at customer's request; obtains copy of alien certification card & telephones appropriate office to verify if customer is lawful, permanent resident & eligible for work; advises customer of rights & responsibilities in order to maintain eligibility for unemployment verbally & in writing; has customer sign & give customer copy of benefits rights handbook, claims handbook, work search, instructions & filing instructions); in addition to preceding, operates personal computer to type data segments into appropriate computer screens to send forms for identified issues based on information taken from master application & other claim forms,

AND

Processes job orders (e.g., operates personal computer to initiate job order match of job requirement & applicant qualifications to identify qualified applicant, review job match generated by system to ensure referral of qualified applicant to employer, & record referral activity to document completion of transaction; telephones or sends written notification to applicant advising them of possible referral & requirement; follows-up on job orders to obtain referral results to verify job order status; schedules employer appointments for applicant interviews; places priority status job orders in public area for review by customer applicants; refers job orders to supervisor &/or account executive to enhance services to employer.); in addition to preceding, takes job order, completes checklist & assigns occupational code from employer to

facilitate/obtain hiring requirements,

AND

Registers/updates applicants in Ohio Jobnet system ( e.g., verbally explains to customer how on-line system works & other available services to locate jobs; passes out labor market information & other office pamphlets; identifies & verifies if customer was previously registered; updates customer's information if previously registered or enters application information into system & gives checklist to customer; reviews resume & helps to create effective resume to assist job searches; interviews applicant regarding skills, experience, & interests, obtains appropriate code & gives checklist to customer; reviews completed checklist to make sure it is complete & consistent with customer statements to ensure appropriate match; types checklist data into system so information clearly defines appropriate skills/experience & allow computer to match job order; documents in applicant's file that referral services were provided; routes registered veterans to appropriate veterans employment personnel; enters data into computer to locate all priority status orders for which applicant may be interested in & qualified for to provide job assistance immediately/immediate referrals; demonstrates how to access internet to customers to conduct their own job search for job registration; checks for status match to contact customer by letter or telephone about possible job referral; reviews job order with customer to determine interest; if interested, gives directions on how to contact employer; annotates referral results for hire counts); works on mass recruitment assignments.

Note: in TRC, all verbal communication with customers in rank one above is done by telephone.

Performs routine daily office tasks (e.g., greets customers throughout each day to provide information & direction; records daily personal attendance on sign-in sheet; views inter-office mail to obtain & maintain knowledge to effective service customers; turns on all office equipment in preparation for daily business; provides information to co-workers to facilitate accurate completion of daily tasks; opens red pouch & us mail & disseminates to correct departments for processing; checks calendar to prepare for daily activities; maintains inventory of general office supplies to ensure availability for staff and customer use; files folders, cards, documents, forms & correspondence); in addition to preceding, answers telephone & responds to customer inquiries to provide customer services.

Performs other tasks related to employment services (e.g., notifies field offices of applicant interest in job orders; reviews notifications from other field offices regarding applicants interest in job order; participates in special recruitment activities to establish applicant pool using brochures, promotional & informational materials, displays & personal computer; travels to job fairs; attends training; develops job opportunities for special needs & highly skilled customer using telephone or personal contact with employers; manages applicant job search effort cases to accomplish placement in job market; completes inquiry request forms to supply partner agencies & claimants with information pertaining to receipt of benefits; reviews job referral information with applicant to comply with employer qualification request; conducts group profiling sessions to explain available services & conducts individual follow-up assessments utilizing information collected from sessions; verifies applicant's compliance or notifies applicant of non-compliance & schedules orientation as necessary; verifies customer eligibility for benefits provided by trade readjustment act & north free trade agreement; obtains approval to test applicants for job orders that so require, schedules applicants for tests, reviews & batches test sheets, & sends to central office; operates personal computer to update applicant/claimant data in appropriate computer records; operates personal computer to change internal revenue service withholding status as allowed once per year per customer).

#### **MAJOR WORKER CHARACTERISTICS:**

Knowledge of federal & state laws & departmental policies & procedures governing eligibility for & processing of unemployment insurance claims & providing employment services;\* office practices & procedures; human relations/publc relations/customer service; interviewing; basic English vocabulary. Skill in typing to enter/update data into multiple screens necessary to provide service; operation of personal computer using windows application of 3.1 or equivalent. Ability to interview/question applicants/claimants to gather necessary information to define problem, establish facts & draw valid conclusions; add, subtract, multiply & divide whole numbers & calculate fractions decimals & percentages to calculate deductible earnings, make approximations, complete time sheets & other basic calculations; gather collate & classify information about data, people or things; in TRC only, answer continuous succession of timed telephone calls to gather customer/claimant information while simultaneously entering data into applicable computer system using personal computer keyboard in windows environment; physically operate personal computer; communicate verbally by telephone, face-to-face & in writing to convey & receive information to meet customer's need using basic English vocabulary.

(\*)Developed after employment.

#### **MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Ability to add, subtract, multiply & divide, calculate fractions, decimals & percentages, & read, speak & write common English vocabulary; 12 mos. trg. or 12 mos. exp. in office practices & procedures; 3 mos. trg. or 3 mos. exp. in

interviewing or questioning customers to solicit pertinent information in order to provide certain services; 3 mos. trg. or 3 mos. exp. in public relations/customer service; demonstrate skill to type data accurately using personal computer keyboard with typing speed of 25 net words per minute; demonstrate proficiency in using personal computer with windows application of 3.1 or equivalent; must provide own transportation.

In addition to preceding, applicants for positions in telephone registration centers must demonstrate ability to respond effectively to continuous succession of timed telephone calls to gather information while simultaneously entering data into computer system using personal computer keyboard with windows application of 3.1 or equivalent.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May require travel; may require overnight travel; may be required to show proof of automobile insurance.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Customer Service Disabled Veteran Outreach Specialist	64282	09	03/07/2004	29

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Explains basic unemployment compensation benefits eligibility requirements, procedures & time frames to veterans & employers, establishes &/or coordinates county councils for veterans issues (i.e., including non-employment issues), performs variety of public relation activities & outreach with partner agencies (e.g., county department of job & family services, job training partnership act, service delivery area, sub-state grantee) to promote employment & training opportunities (e.g., works with employee groups, labor organizations & veteran organizations, engages in job development & promotions, conducts job fairs & other special programs) for veterans who are disabled, operates computer terminal &/or personal computer to enter, update &/or retrieve data (e.g., applicant registration & referrals, placements, check lists for specific operations; monthly activities) & assists veterans in use of computer terminals at kiosks located in designated field offices.

Under direction of supervisor (i.e., ODJFS customer service center manager), develops job & job training opportunities for eligible veterans through contacts with employers (e.g., small/medium size private sector employers) as required by Title 38, United States Code, Section 4103a; promotes & develops apprenticeship & other on-job training positions pursuant to Title 38, U.S. Code, Section 1787; carries out outreach activities to locate eligible veterans through contacts with local veterans organizations, department of veterans' affairs, ODJFS local offices & community-based organizations; provides appropriate assistance to community-based groups & organizations & appropriate grantees under other federal & federally funded employment & training programs in providing services to such veterans; provides appropriate assistance to local employment service office pursuant to Title 38, U.S. Code, Section 4103; consults & coordinates with other appropriate representatives of federal, state & local programs for purpose of developing maximum linkages to promote employment opportunities for & provide maximum employment assistance to such veterans; carries out other duties to promote development of entry-level & career job opportunities for such veterans; develops outreach programs in cooperation with appropriate rehabilitation services under Title 38, U.S. Code, Chapter 31, with educational institutions & with employers in order to ensure maximum assistance to disabled veterans who have completed or are participating in vocational rehabilitation program under Title 38, U.S. Code, Chapter 31; provides vocational guidance &/or vocational counseling services to veterans, with respect to veterans' selection of & changes in vocations & veterans' vocational adjustment; provides services as case manager under Section 14(b) (1)(a) of the Veterans' Job Training Act; attends national veterans training institute & other additional training (e.g., annual veterans training conference) as required.

Attends meetings, conferences & training; travels to & conducts on-site visits at various locations (e.g., central office; employers; county department of human services; veterans organizations; job fairs).

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of interviewing; public relations; office practices & procedures; unemployment compensation benefit eligibility requirements\*; employee training & development\*; agency policy & procedures related to federally mandated employment programs\*. Skill in operation of personal computer. Ability to apply principles to solve problems & deal with variety of variables in somewhat unfamiliar context; prepare meaningful & accurate reports; gather, collate & classify information about data, people or things; handle sensitive inquiries from & contacts with officials & general public.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Formal education in arithmetic that includes fractions, decimals & percentages & in reading, writing & speaking common English vocabulary; 3 mos. trg. or 3 mos. exp. in interviewing; 3 mos. trg. or 3 mos. exp. in public relations; 3 mos. trg. or 3 mos. exp. in office practices & procedures; 6 mos. trg. or 6 mos. exp. in operation of personal computer; must provide own transportation. Preference shall be given first to qualified service connected disabled veterans & if no such person is available then to any qualified veteran per Title 38, United States Code, Section 4103a.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Training sponsored by National Veterans Training Institute; annual veterans training conferences sponsored by Ohio Department of Job & Family Services.

**UNUSUAL WORKING CONDITIONS:**

Some frequent overnight travel required; may be required to maintain proof of automobile insurance pursuant to Section 4509.51 Revised Code.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Customer Service Veteran Employment Representative	64283	09	03/07/2004	29

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Explains basic unemployment compensation benefits eligibility requirements, procedures & time frames to veterans & employers, establishes &/or coordinates county councils for veterans issues (i.e., including non-employment issues), performs variety of public relation activities & outreach with partner agencies (e.g., county department of job & family services, job training partnership act, service delivery area, sub-state grantee) to promote employment & training opportunities (e.g., works with employee groups, labor organizations & veteran organizations, engages in job development & promotions, conducts job fairs & other special programs) for veterans who are disabled, operates computer terminal &/or personal computer to enter, update &/or retrieve data (e.g., applicant registration & referrals, placements, check lists for specific operations; monthly activities) & assists veterans in use of computer terminals at kiosks located in designated field offices.

Under direction of supervisor (i.e., ODJFS customer service center manager), performs duties required by Title 38, United States Code, Section 4104 & provides required reports to local office manager & to Ohio director for veterans' employment & training regarding compliance with federal law & regulations with respect to special services & priorities for eligible veterans & eligible persons; provides technical support & training, analyzes local office performance, offers special assistance to management to enhance quality & level of services provided to veterans & oversees & coordinates services provided to eligible veterans & eligible persons by ODJFS customer service center staff; maintains regular contact with community leaders, employers, labor unions, training programs & veterans' organizations & eligible veterans/persons to promote employment &/or training opportunities; provides/facilitates provision of labor exchange services (e.g., intake & assessment; counseling; testing; job-search assistance & referral & replacement) by local office employment service staff to eligible veterans & eligible persons; encourages employers & labor unions to employ eligible veterans & eligible persons & to conduct on-job training & apprenticeship programs for such veterans & persons; promotes & monitors participation of veterans in federally funded employment & training programs; monitors listing of vacant positions with ODJFS by federal agencies & reports to Ohio director for veterans' employment & training any evidence of failure to provide priority or other special consideration in provision of services to veterans as required by law or regulation; monitors listing of jobs & subsequent referrals of qualified veterans as required by Title 38, U.S. Code, Section 4212; interacts with federal department of veterans' affairs personnel engaged in providing counseling or rehabilitation services under Title 38, U.S. Code, Chapter 31 & cooperates with employers in identifying participating veterans in need of employment; refers eligible veterans & eligible persons to training, supportive services & educational opportunities; assists (i.e., through automated data processing) in securing & maintaining current information regarding employment & training opportunities; cooperates with staff of programs operated under Title 38, U.S. Code, Section 1712a in identifying & assisting veterans having readjustment problems & in need of available services; assists outside entities (e.g., federal/state agencies; private employers; service-connected veteran) & identifies & acquires prosthetic & sensory aids & devices needed to enhance employability of disabled veterans; facilitates provision of guidance &/or counseling services to veterans certified as eligible for participation under Veterans' Job Training Act, Title 29, U.S. Code Section 1721.

Attends meetings, conferences & training; travels to & conducts on-site visits at various locations (e.g., central office; employers; county department of human services; veteran organizations; job fairs).

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of interviewing; public relations; office practices & procedures; unemployment compensation benefit eligibility requirements\*; employee training & development\*; agency policy & procedures related to federally mandated employment programs\*. Skill in operation of personal computer. Ability to apply principles to solve problems & deal with variety of variables in somewhat unfamiliar context; prepare meaningful & accurate reports; gather, collate & classify information about data, people or things; handle sensitive inquiries from & contacts with officials & general public.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Formal education in arithmetic that includes fractions, decimals & percentages & in reading, writing & speaking common English vocabulary; 3 mos. trg. or 3 mos. exp. in interviewing; 3 mos. trg. or 3 mos. exp. in public relations; 3 mos. trg. or 3 mos. exp. in office practices & procedures; 6 mos. trg. or 6 mos. exp. in operation of personal computer; must provide own transportation. Preference shall be given first to qualified service-connected disabled veterans & if no such person is available, then to qualified eligible persons, per Title 38, United States Code, Section 4104.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Training sponsored by National Veterans Training Institute; annual veterans training conferences sponsored by Ohio Department of Job & Family Services.

**UNUSUAL WORKING CONDITIONS:**

Some overnight travel required; may be required to show proof of auto insurance.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Customer Service Specialist	64284	09	03/07/2004	30

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Processes all types of monetary & non-monetary claims (e.g., seasonal, combined wage, school & non-school, federal, civilian, military & all combinations) & makes appropriate determinations in accordance with state & federal law & agency policy & regulations, schedules & conducts fact-finding interviews with customers, employers &/or their agents with respect to reasons for separation from employment, availability for work, ability, refusal of work, analyzes interview findings & issues written decisions on eligibility for benefits, makes overpayment decisions (e.g., determines reason for & amount of overpayment), types decisions & notifies interested parties, processes appeals & claims for reconsideration (e.g., forwards to referee & board of review, notifies interested parties & forwards file to central office), processes all non-monetary claims filed for trade readjustment allowance (i.e., TRA), records claimant information for use by other agent states on issues/potential issues concerning interstate claims, explains interstate determinations, monetary & non-monetary, conducts eligibility review program on intrastate & interstate claims, accepts & processes new, re-opened & additional claims applications & continued weekly claims, utilizing the computerized benefit/wage record system or by manual process, verifies wage statements based on information supplied by claimant &/or wage record system & obtains wage information for use by compliance department to determine employer's liability,

AND

Contacts employers to explain services, solicit job orders, develop possible jobs for applicants including veterans, handicapped, older workers, maintains current & accurate file of contacts & employer information reflecting industry occupational identification & seasonal hiring patterns, receives & writes job orders for all occupations, assigns proper occupational titles & codes & enters into computer, provides specialized services (e.g., considers veteran preference & matches veteran applicants with appropriate job openings; conducts job search workshops; establishes job clubs, prepares Job Training Partnership Act (i.e., JPTA" eligibility determinations), develops, negotiates & monitors contracts & bills for services with employers or other public services, performs specialized work in counseling individual with job choice or vocational adjustment problems, assists job applicants to analyze & evaluate their employment assets & to provide information to job requirements, occupational opportunities, training & rehabilitation facilities, administers & scores state approved tests measuring performance, aptitudes & interests, interprets test results & helps individuals relate test results to possible occupational goals & schedules appointments & makes referrals to agencies outside Ohio Department of Job & Family Services.

Provides technical/program assistance & training to other personnel; responds (i.e., by telephone, in writing, or in person) to inquiries from other departmental staff &/or the public concerning Ohio law, policy & regulations, trade readjustment allowance (i.e., TRA), status of claims, claims processing procedures, employment services, unemployment compensation benefits, or other agency services; facilitates cooperative relationships with various community training, educational, rehabilitation & social agencies, meets with employers, partners, workers & community organizations to promote designated field office; writes correspondence; gathers & calculates statistical & operational data & prepares activity reports; maintains case management files; operates personal computer to enter, edit, verify &/or retrieve data; attends training sessions (i.e., travels to training sites which includes some overnight travel); travels to other office locations & alternate work sites.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of departmental policies & procedures & state &/or federal laws, rules & regulations applicable to employment services & unemployment compensation benefits; office practices & procedures; public relations; interviewing; fractions, decimals & percentages; educational & vocational appraisal techniques; labor market data & employment trends; employment counseling; tests & measurements; employee training & development. Skill in operation of computer terminal; typing. Ability to interview applicants effectively; define problems, collect data, establish facts & draw valid conclusions; complete meaningful, concise & accurate reports; gather, collate & classify information about data, people or things; handle sensitive telephone & face-to-face inquiries &/or contacts with general public.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

24 mos. exp. as Customer Service Representative, 64281; 3 mos. trg. or 3 mos. exp. in operation of personal computer with minimum typing speed of 25 wpm; must provide own transportation.

-Or 18 mos. exp. in program specific classification (i.e., Customer Service Representative, 64281) which involved performing employment services duties or Unemployment Claims Examiner 4, 16744 which involved performing unemployment compensation duties; 3 mos. trg. or 3 mos. exp. in operation of personal computer with minimum typing speed of 25 wpm; must provide own transportation.

-Or 12 mos. trg. or 12 mos. exp. in eligibility criteria, departmental policies, procedures & applicable laws required to process unemployment compensation claims &/or in providing federally mandated employment services to include interviewing & counseling; 3 mos. trg. or 3 mos. exp. in operation of personal computer with minimum typing speed of 25 wpm; 3 mos. exp. or 3 mos. trg. in public relations; must provide own transportation.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Requires overnight travel; may be required to show proof of auto insurance.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Customer Service Supervisor	64285	EX	02/28/2010	11

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Plans & coordinates employment services & unemployment compensation activities in one or more work units in designated field office & supervises assigned staff in employment services & unemployment compensation activities (e.g., taking & processing of unemployment compensation claims & employment applications; processing of non-monetary claims; contacting employers to develop job orders; selection & referral to jobs; order verification; testing; counseling; TITC & TAA eligibility determinations; veterans services), monitors workload & assigns work to ensure compliance with state, federal & agency policies & procedures, recommends policy & procedure changes to improve work flow &/or process & implements changes, explains policies & procedures to staff, answers questions pertaining to work related topics, instructs staff on implementation of new programs &/or changes in existing employment services or unemployment compensation programs, provides training for staff &/or new hires, approves leave requests, completes performance evaluations, recommends disciplinary action when needed, hears step 1 grievances & interviews prospective candidates for job vacancies & makes recommendations for hire.

Oversees development & execution of effective employer relations program (e.g., job development; employer visits; solicitation of job openings; data entry of required information; promotion of bureau services); answers complaints from public verbally or in writing; handles hostile & disruptive customers; answers inquiries from employers; attends meetings & training sessions; speaks to organizations or groups to promote employment services.

Interviews customers for purpose of completion of unemployment claims forms & employment services activities; records information from employer requests for mass layoffs or job orders; completes fact-finding interviews; writes overpayment decisions & non-monetary decisions; assists customers in job searches including use of automated labor exchange (i.e., ALEX) computer system; refers customers to supportive services, agencies & local training & apprenticeships.

Compiles data & prepares statistical reports; develops routine correspondence; prepares administrative reports; maintains files; receives & processes applications for employment services through TRA program; makes referrals to JTPA & EDWAA; evaluates & monitors quality & quantity of work performed by staff; operates computer terminal to enter &/or verify data.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of departmental policies & procedures & state &/or federal laws, rules & regulations applicable to employment services & unemployment compensation benefits; supervisory principles/ techniques\*; office practices & procedures; public relations; interviewing; fractions, decimals & percentages; educational & vocational appraisal techniques; labor market data & employment trends; employment counseling; tests & measurements; employee training & development. Skill in operation of personal computer. Ability to interview applicants effectively; define problems, collect data, establish facts & draw valid conclusions; complete meaningful, concise & accurate reports; gather, collate & classify information about data, people or things; handle sensitive telephone & face-to-face inquiries &/or contacts with general public. Demonstrated competence in the following: acting with integrity, adapting for impact, building productive relationships, continuously improving quality, developing self, focusing on customers, valuing cultural diversity, developing staff & others, fostering team development, directing & measuring work, informing, making effective decisions, managing priorities, managing change, navigating organizational politics, cultivating vision & purpose, & thinking strategically.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

24 mos. exp. in providing federally mandated employment services with minimum of 6 wks. trg. or 6 wks. exp. in eligibility criteria, departmental policies & procedures & applicable laws required to process unemployment claims; 6 mos. trg. or 6 mos. exp. in operation of personal computer; required to provide own transportation for travel; required to maintain automobile insurance pursuant to Section 4509.51 of Revised Code.

-Or 24 mos. exp. in eligibility criteria, departmental policies & procedures & applicable laws required to process unemployment claims with minimum of 6 wks. trg. or 6 wks. exp. in providing federally mandated employment services; 6 mos. trg. or 6 mos. exp. in operation of personal computer; required to provide own transportation for travel; required to maintain automobile insurance pursuant to Section 4509.51 of Revised Code.

-Or 24 mos. exp. as Customer Service Specialist, 64282; required to provide own transportation for travel; required to maintain automobile insurance pursuant to Section 4509.51 of Revised Code.

-Or equivalent of Minimum Class Qualifications noted for Employment above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May work evening or weekend hours; may be exposed to hostile or angry customers.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Customer Service Veteran Program Manager 1	64286	EX	02/28/2010	11

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Provides technical assistance to agency staff, interprets federal regulations, policy & directives & formulates policies & procedures related to veterans' employment & training issues to be used by state & local levels, assists higher level program managers in execution of veterans programs, monitors participation of veterans in federally funded employment & training programs & other veteran program areas as assigned & serves as approval authority for training contracts.

Coordinates efforts of veterans' staff in service delivery points engaged in development of job fairs; coordinates Ohio transitional assistance program activities & facilitates related workshops (e.g., schedules dates & arranges for locations; assigns veterans' staff to facilitate classes; identifies needed support materials & equipment to veterans' services division); monitors related itineraries for assigned district; plans, develops, coordinates & monitors licensing & certification (i.e., L&C) program & Veteran Workforce Investment Program (i.e., VWIP), facilitates communication between & coordinates activities for L&C & VWIP program, writes grant for L&C & VWIP program & initiates statewide procedures; coordinates with state & federal agencies &/or private sector organizations to develop programs; works with appropriate organizations & training providers to develop L&C program & other veteran program areas as assigned.

Trains staff on policies & procedures regarding L&C, VWIP, On the Job Training (i.e., OJT) & Apprenticeship programs; acts as point of contact (i.e., POC) for training contracts written against specified grants; reports on grant activities, including reconciling grant with ODJFS Bureau of Fiscal Reporting within time specified in special grant provisions; writes/revises Veteran Program Letters/Veteran Technical Letters dealing with L&C, VWIP, OJT & Apprenticeship programs & other veteran program areas as assigned.

Works with appropriate organizations (e.g., State Approving Agency, Apprenticeship Council, colleges & universities) & training providers to develop apprenticeship opportunities for veterans; serves as subject matter expert in assigned veteran program areas; attends meetings/conferences at direction of Veteran Services Unit Manager.

Monitors veterans' reports generated by district for content, completeness & timeliness of submission; assists service delivery points in development of correction action plans (i.e., CAP), monitors caps to make suggestions to improve service delivery & ensure plans are executed timely; assists in training new veterans' staff personnel & providing remedial training on individual basis; assists service delivery point veterans' staff in training office staff regarding new veterans' programs.

Works with district coordinators & higher level program managers to develop agenda for district meetings of veterans' program staff; identifies & reports short & long term staffing needs to district coordinator/higher level program managers; operates personal computer to generate required reports, other program materials & correspondence.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of business management or public administration or public relations; federal, state & departmental regulations, policies & procedures related to veterans' employment & training; training & development. Skill in operation of personal computer & use of office systems software (e.g., Word for Windows; Excel). Ability to interpret regulations, policies & directives & formulate policies & procedures for use by state & local veterans' office personnel; assess training needs & develop/facilitate training opportunities to meet identified needs; handle routine & sensitive contacts with federal, state & contract agency personnel regarding veterans' employment & training issues; generate reports evaluating effectiveness & compliance of service delivery to veterans & including recommendations for improvement. Demonstrated competence in the following: acting with integrity, adapting for impact, building productive relationships, continuously improving quality, developing self, focusing on customers, valuing cultural diversity, demonstrating intellectual capacity, leveraging organizational resources, innovating, managing projects, thinking strategically, solving problems, acting decisively, navigating organizational politics, informing & managing priorities.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core coursework in business management or public administration; 2 yrs. exp. in providing federally mandated veterans' employment & training program services; 12 mos. exp. in developing training programs & facilitating training; 3 mos. trg. or 3 mos. exp. in operation of personal computer & use of office systems software (e.g., Word for Windows; Excel); must be able to provide own transportation to travel.

Note: preference shall be given first to qualified service-connected disabled veterans & if no such person is available, then to qualified veterans, then to qualified persons per Title 38, United States Code, Section 4101. All applicants must provide current documentation as to their veteran's status (e.g., DD 214, veterans' disability status; veteran or other eligible status). Failure to supply current documentation will disqualify applicants from consideration for available position.

-Or equivalent of Minimum Class Qualifications for Employment noted above applies only to education & experience, but not to the federally mandated preference outlined.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Requires travel that may include overnight stay.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Customer Service Veteran Program Manager 2	64287	EX	02/28/2010	13

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Plans & manages veteran grant & other funding streams (e.g., DVOP, LVER, Special Initiatives & Incentives, Transition Assistance Program (i.e., TAP) Workforce Investment Act (i.e., WIA) in excess of \$1 million, plans & manages delivery of employment & training services for veteran specific programs & supervises customer service veteran employment representatives & disabled veteran outreach specialists assigned to One-Stop Centers & outstation locations (e.g., Veterans' Administration facilities, county veteran services offices) in assigned district, develops, revises & implements program policies & procedures to facilitate successful delivery of veterans employment & training programs, serves as liaison with one-stop operators on an ongoing basis regarding staffing & program delivery concerns, continuously travels throughout district to monitor delivery of veterans' employment & training services & compliance with federal & state regulations, recommends applicants for hire, determines staffing levels of facilities located within assigned district, reviews reports to ensure staff efficiency, proper allocation of funding & adherence to Veteran State Plan & develops & implements corrective action plans to improve program deficiencies.

In conjunction with Veteran Services unit, participates in strategic planning & develops annual Veteran State Plan describing manner in which state will furnish employment, training & placement services to veterans; assists with grant proposal development; administers Ohio Transition Assistance Program & Incarcerated Veteran Program; works with state & federal agencies & private sector organizations to develop programs for recognition of military training to satisfy career credentialing & certification requirements.

Monitors all veterans' reports generated by district for content, completeness & timeliness of submission; ensures confidentiality of files in accordance with state & federal guidelines; assists in training new veterans' staff personnel & providing remedial training on individual basis; assists service point delivery veterans' staff in training office staff regarding new veterans' programs; maintains & monitors inventory purchased with veterans grant money; operates personal computer to enter &/or retrieve data & generate reports to state & federal agencies.

Works with other state, government, public & agency employees in delivery of veteran programs; conducts &/or attends meetings with agency staff, employers or other outside entities, trains other program staff (e.g., Wagner-Peyser, WIA Title I & III, Senior Employment [Title V], U.S. Department of Veterans Affairs) on roles, responsibilities & proper utilization of Veteran staff & other aspects of One-Stop system integration; responds to sensitive internal & external customer questions, complaints & issues from public, legislators & county commissioners.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of business/public administration or public relations; operational planning; federal, state & departmental regulations, policies & procedures related to public labor exchange system, employment service delivery, veterans' employment & training & WIA\*; supervisory principles & techniques; training & development; budgeting\*. Skill in operation of personal computer & use of office systems software (e.g., Word for Windows; Excel). Ability to interpret regulations, policies & directives & formulate policies & procedures for use by state & local veterans' office personnel; assess training needs & develop/facilitate training opportunities to meet identified needs; deal with many variables, determine specific action & establish priorities; demonstrate effective communication skills; prepare & deliver presentations before specialized audiences & general public; handle routine & sensitive contacts with federal, state & contract agency personnel regarding veterans' employment & training issues; develop good rapport with program operator; establish friendly atmosphere as supervisor by developing & motivating employees & managing diversity; generate reports evaluating effectiveness & compliance of service delivery to veterans & including recommendations for improvement. Demonstrated competence in the following: acting with integrity, adapting for impact, building productive relationships, continuously improving quality, developing self, focusing on customers, valuing cultural diversity, developing staff & others, fostering team development, directing & measuring work, informing, making effective decisions, managing priorities, managing change, navigating organizational politics, cultivating vision & purpose, & thinking strategically.

(\*) Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core coursework in business management or public administration; 2 yrs. exp. in providing federally mandated veterans' employment & training program services; 6 mos. exp. in supervision or management; 12 mos. exp. in developing training programs & facilitating training; 3 mos. trg. or 3 mos. exp. in operation of personal computer & use of office systems software (e.g., Word for Windows; Excel); must be able to provide own transportation to travel; required to maintain automobile insurance pursuant to Section 4509.51 of Revised Code.

Note: preference shall be given first to qualified service-connected disabled veterans & if no such person is available, then to qualified veterans, then to qualified persons per Title 38, United States Code, Section 4101. All applicants must provide current documentation (i.e., Member 4 Copy of DD 214 showing character of service & narrative reason for separation; VA rating letter; service rating) as to their veteran's status (e.g., service-connected disabled, other eligible veteran or eligible person). Failure to supply current documentation will disqualify applicants from consideration for available position.

-Or equivalent of Minimum Class Qualifications for Employment noted above applies only to education & experience, but not to the federally mandated preference outlined.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Requires frequent overnight travel; may work evenings or weekends; may be exposed to hostile or angry customers.