

STATE OF OHIO (DAS)
CLASSIFICATION
SPECIFICATION

CLASSIFICATION SERIES:
Benefits Customer Service

SERIES NO.:
6448

MAJOR AGENCIES:
Administrative Services only

EFFECTIVE DATE:
02/26/2012

SERIES PURPOSE:

The purpose of the benefits customer service occupation is to provide state employees, state agencies, insurance companies & third party administrators with information regarding benefits programs for all state employees.

CLASS TITLE:

Benefits Customer Service Representative

CLASS NUMBER:

64481

EFFECTIVE DATE:

11/12/1995

CLASS CONCEPT:

The developmental level class works under general supervision & requires working knowledge of benefit programs (e.g., health, & life; disability/workers' compensation; case management; unemployment; dependent care/child care voucher program) for state employees & public relations in order to provide assistance & information on benefits to state employees, agencies & insurance carriers in response to telephone, written & in-person inquiries.

CLASS TITLE: Benefits Customer Service Representative	CLASS NUMBER: 64481	BARGAINING UNIT: 09
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EFFECTIVE DATE:

11/12/1995

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 assistance & information to state employees, state agencies, insurance companies & third-party administrators in response to telephone, written & in-person inquiries, assists in determining solutions to issues/concerns affecting clients, & nature & magnitude of issues/concerns or complaints, coordinates with insurers & agencies to solve issues/concerns & complaints & refers customers to appropriate staff member on complex benefit issues.

Operates video display terminal/personal computer to retrieve data necessary to respond to inquiries; operates word processing equipment/personal computer to generate correspondence in response to written inquiries; operates photocopier to produce copies of benefit information for benefits staff & external customers; operates facsimile equipment to send information & documents to customers & other state agencies.

Assists in preparing & maintaining records, data, documentation & reports regarding telephone calls, correspondence, in-person contacts & actions; assists in maintenance & inventory of publications & brochures (e.g., benefits handbook; benefits plans listing).

MAJOR WORKER CHARACTERISTICS:

Knowledge of 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)*; public relations/customer service. Skill in operation of word processing equipment/personal computer; operation of video display terminal/personal computer, photocopier & facsimile equipment*. Ability to gather relevant data to discuss nature of inquiry/complaint, conduct necessary research/retrieval of data, & provide appropriate response verbally &/or in writing or refer customer to appropriate staff member; prepare routine & sensitive correspondence in response to inquiries; handle routine & sensitive inquiries from & contacts with state employees, state agencies, insurance carriers & third party administrators; cooperate with co-workers on group projects.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

18 mos. exp. as liaison/ representative in governmental agency or private industry with responsibility for receiving & responding to telephone, written & in-person inquiries & complaints & problem resolution regarding insurance benefits &/or claims; 1 course or 3 mos. exp. in basic word processing techniques.

-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:

Not applicable.