OCSEA Job Posting

UBT Customer Service Representative

Send Cover Letter, Resume and Completed Application to: Wanda Madison, OCSEA Human Resources Manager, 390 Worthington Road, Westerville, OH 43082 or wmadison@ocsea.org. Obtain Application at www.ocsea.org (at the bottom of the page under "employment")

Union Benefits Trust

Customer Service Representative

(Bargaining Unit)

Department: Union Benefits Trust

Reports to: Director

Job Goal: To provide accurate, timely information on Trust programs and benefits, or other related questions to enrollees and others. To provide back-up to other Trust functions.

Duties and Responsibilities:

Ensures prompt, friendly and accurate customer service is provided by:

timely and accurately researching, analyzing and responding to telephone, mailed and emailed inquiries regarding all Trust programs, benefit levels, appeal process, eligibility, enrollment and COBRA by using established customer service protocols;

maintaining a customer service tracking system that records each member's inquiries with sufficient detail to be understood by backup, supervisor and analysts and allows for easy analysis of data; proactively alerting supervisor of trends in customer concerns or potential trouble spots;

assisting any "walk-in" enrollees with priority;

remaining current and well-informed of all benefit information in written and electronic form, including highlights, booklets, certificates and websites; assist in updating trust materials;

referring more complex inquiries to the appropriate benefits analyst, maintaining contact with the analyst and the member, supplying all information needed, while retaining responsibility for the final resolution of the call;

maintaining effective and courteous working relationships with all entities involved, including but not limited to: Benefits Trust staff, payroll/personnel officers, customer service representatives from DAS/benefits plans, state of Ohio payroll officers, participating unions and other involved parties, and by approaching all duties with the one-stop customer service model, which involves appropriately obtaining information for members and acting as a clearinghouse for benefits data;

updating member enrollment in vendor database; maintaining records of premium make-ups for updates;

printing trust communication materials including booklets and brochures; maintaining supplies of all communication materials and mailing to members homes for newly hired and for those with one year of service; at the request of the member, mail plan booklets, life insurance policy, enrollment forms or any informational material via fax or the USPS;

processing COBRA scan/mailings as scheduled; producing eligibility mailing lists from the database;

assisting in the development of training for Trust staff in various customer service systems or phone etiquette; present training as required, and assist in monitoring the effectiveness of the Customer Service & Training Programs; pickup and process all incoming mail.

Helps to establish good call flow patterns by:

observing and reporting call trends and making accurate predictions as to when peak times will occur for utilization in staffing patterns so the incumbent can alert the Director or Financial Administrator of possible system overloads due to high call volumes;

assimilating information from various media and sources to analyze and report trends in call and web usage patterns and content to other staff, and alert the Director or Financial Administrator of possible database and phone/IVR system issues and overloads.

Assists Trust in accurate recordkeeping by:

developing tracking systems for the position's responsibilities and preparing reports for trustees, maintaining Trustee meeting files and recording staff meeting notes;

maintaining records of mailings and other files as needed;

promptly transferring calls to appropriate Benefits Trust staff or when appropriate to OCSEA staff, and tracking calls to completion, and performing other duties as assigned.

Qualifications:

Must have either two years of basic clerical experience in an office setting with high call volume, interpersonal contact with internal or external customers, or one-year customer service experience. Requires excellent customer service skills including the ability to work successfully with a wide variety of personalities face-to-face, over the phone, and in email exchanges. Must demonstrate clear, persuasive oral and written communications; pleasant speaking voice and businesslike demeanor, good knowledge and understanding of benefits terminology. Must have familiarity with benefits/insurance. Requires strong analytical skills and the ability to handle multiple tasks and inquiries simultaneously. Must have the ability to operate a personal computer using word processing, database and report generation software, email and the ability to learn other software applications as required.

Starting Salary $55,664