

POSITION DESCRIPTION		AGENCY/DEPT ID
DIVISION OR INSTITUTION HEARING SERVICES	UNIT OR OFFICE LIMA DISTRICT OFFICE	COUNTY OF EMPLOYMENT ALLEN

POSITION NUMBER 20066050 JOB TITLE Customer Service Assistant 1 /Administrative Professional 1 JOB CODE 64431/ 16871	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/>	
	<input type="checkbox"/> Agency Organizational Tree			
	USUAL WORKING TITLE OF POSITION IC CUSTOMER SERVICE REPRESENTATIVE		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit 09 Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 A.M. TO: 5:00 P.M. HOURS MAY VARY			
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
	%	Job Duties in Order of Importance	Knowledge, Skills, & Abilities	
	80	Under general supervision, requires thorough knowledge of Industrial Commission (IC) policies and procedures to respond to telephone, electronic and in-person inquiries from internal and external customers (injured workers, employers, representatives, general public, IC / BWC staff and other state agencies, etc.) regarding claims processing procedures and claim / hearing status. Greets visitors, checks in customers for hearing and refers to the BWC or Ombuds. Utilizes the ORC, OAC, IC rules, resolutions, and procedures located on Iconnect to respond to inquiries efficiently and accurately. Utilizes computer applications (CAS, ECM, Case Manager, ICON, BWC applications) for research, data retrieval / verification, injured worker and claim updates (addresses, representatives status, captures motion / appeals, applications, etc.) and inquiry resolution. Responds to AskIC requests: claims status inquiries, risk/rep updates, and claim party address updates; covers Customer Service desk, as necessary. Open, stamps and distributes mail (including flat mail). Researches and resolves returned mail. Mails out expedited / corrected notices. Works in the statewide fax queue on assigned days. Uploads documents to ECM. Utilizing the Action Documents Uploaded application; verifies the documents uploaded by inside / outside parties are accurate. Utilizes the Action Items application to respond to inquiries from other IC offices. Re-indexes documents as needed. Uploads hard copy evidence (videos and photos); forwards videos to Information Technology as needed for uploading. Updates allowance text. Prints and distributes dockets sheets to the hearing rooms daily. Requires thorough knowledge of word processing techniques, procedures, & advanced skill in the operation of word processing equipment in order to use a personal computer (CAS, ECM, Case Manager etc.) to prepare documents to be used in or resulting from the hearing process for the IC. Requires thorough knowledge of the IC's documentation standards for all IC correspondence. Requires the use of transcription & dictation equipment & software to prepare documents (e.g., hearing orders, medical reports, letters, and memoranda) that are technical in nature & include legal & medical terminology; proofreads documents for correct spelling, punctuation & grammar; makes corrections as needed.	Knowledge of (13b*) IC/BWC policies & procedures*, (14*) IC/BWC rules & regulations, Ohio Administrative Codes (OAC), Ohio Revised Code (ORC); Skills in (25b*) Commission Adjudication System (CAS), Enterprise Content Management (ECM), transcription equipment & software, Industrial Commission Online Network (ICON), Case Manager, BWC applications, Microsoft Office Suite, Agency Service Request software (29) operating a personal computer; Ability to (30j) interpret variety of instructions in written, oral, picture or schedule form, (31c) comprehend & record figures accurately, (32t) use proper research methods in gathering data; (33e) gather, collate & classify information about data, people or things, (34f) handle sensitive inquiries from & contacts with officials & general public.	
	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE	DATE

