



State Compensation Insurance Fund Duty Statement

Position Information

Employee Name:

Position Title:

AskAdmin Representative

Program:

OneAdmin Planning & Operations

Work Unit:

AskAdmin

Classification:

Analyst I

Report To:

Supervisor I

Collective Bargaining Identifier (CBID):

R01

Fair Labor Standards Act (FLSA) Status:

Covered, Work Week Group 2

Special Requirements

Conflict of Interest Designation: Not applicable.

Bilingual Position: Not applicable.

Rotational Assignment: Not applicable.

Program Information:

OneAdmin Planning & Operations delivers essential administrative, operational, and analytical support that enables State Fund employees and leaders to work efficiently. From managing high-volume daily transactions to supporting enterprise technology changes and providing critical data insights, the program is foundational to organizational stability, workforce effectiveness, and State Fund's strategic direction.

Purpose/Scope:

Under the supervision of the Supervisor I (OneAdmin Planning & Operations Manager), the AskAdmin Representative will process Tier 1 (intake) requests on behalf of OneAdmin Programs -- Business Services, Corporate Communications, Corporate HR, Corporate Learning, Enterprise Procurement, Facilities Management, Government Affairs, HR Business Partners, HR Connect, OneAdmin Planning & Operations, and Workplace Strategy, Design & Security. This includes serving as the first point-of-contact for a variety of client inquiries and situations via the telephone, e-mail, and Case Management System (CMS). Ensure that high levels of customer service are met and that client inquiries and issues are resolved in a timely, professional manner and that all Service Level Agreements (SLAs) are met. The AskAdmin Representative will provide support in workflow processes to ensure seamless client interactions and resolution processes.

1) Maintain working knowledge of all OneAdmin Programs, services, policies, procedures. This includes, but is not limited to, a working knowledge of the Knowledge Base, Worksite, Business Communications, and administrative functional

areas in order to respond to/resolve inquiries and meet all SLAs.

2) Create and update assigned Knowledge Base articles, tracking sheets, and internal processes.

3) Provide support to other key OneAdmin functions as needed.

Essential and Marginal Functions:

In all aspects of performing the following functions the incumbent will:

- Comply with the Code of Conduct
- Maintain regular and predictable attendance and communication availability during working hours
- Establish and maintain effective working relationships and provide quality customer service in a timely manner.
- Follow State Fund's Equal Employment Opportunity principles
- Maintain a safe work environment
- Defend State Fund against fraudulent activities
- Maintain good customer relationships with internal and external business partners and stakeholders
- Properly maintain assigned equipment

This duty statement outlines the primary responsibilities and expected outcomes of the position. It is not intended to provide an exhaustive list of all job duties. Employees may be required to perform additional tasks as assigned, including work in other functional areas.

Description of Duties

45% Essential

1. Serve as the first point-of-contact for a variety of client inquiries and situations via the telephone, e-mail, and the case management system (CMS).
 - a. Evaluating/analyzing inquiries (identify and consider issues, policies, processes, procedures, and services) to determine timely and accurate responses/resolutions that include information gathering, research, and escalation to and/or collaboration with the appropriate area(s) within OneAdmin Programs.
 - b. Using CMS for tracking, information gathering and problem resolution.

35% Essential

2. Providing support in the completion of various OneAdmin projects including, but not limited to:
 - a. Preparing correspondence.
 - b. Creating and updating assigned Knowledge Base articles, tracking sheets, and internal processes as appropriate, which includes researching and assessing impact of content through a variety of sources.
 - c. Processing Employee Movement and Separation IT tickets.
 - d. Complete special projects as assigned.

15% Essential

3. **Maintain working knowledge of all OneAdmin Programs, services, policies, and procedures.**
 - a. Including Knowledge Base, Worksite, and Business Communications in order to respond to/resolve inquiries and meet all service level agreements.
 - b. Identifying, documenting and reporting all issues/trends/processes to recommend improvements and alternative products and services.
 - c. Attending workshops and trainings as directed.

5% Marginal

4. **Assisting and providing support to other areas and functions to include intake and resolution processes, including:**

- a. User Acceptance Testing (UAT) for AskAdmin Programs, CMS, and other systems
- b. Enhancement and Process Improvement initiatives
- c. Other projects as assigned

100%

Required Knowledge Areas:

- Working knowledge of State Fund standard software applications.
- Working knowledge of the State Fund organization, Regional Office and Corporate functions, and business policies and practices.
- Working knowledge of HR Organization, services, policies, procedures, Knowledge Base, HR Portal, website.

Required Skills and Abilities:

- Ability to research, analyze, and evaluate information to make and support decisions.
- Ability to analyze issues, interpret and apply laws/regulations and policies and procedures to proactively make and support decisions.
- Ability to manage multiple projects and tasks.
- Ability to develop, provide, and monitor training.
- Ability to work independently and as a team with co-workers and management to address and resolve issues.
- Ability to communicate professionally and effectively, verbally and in writing, (including the ability to negotiate credibly and persuasively) with a variety of “stakeholders”.
- Ability to handle high pressure situations while being firm but tactful.
- Ability to coordinate, facilitate, and make presentations.
- Ability to write professional and accurate reports and other communications suitable for distribution to internal and external customers.
- Ability to achieve results according to objectives.

Work Environment:

Physical Requirements:

- Computer data entry, frequent positioning of self to move and transport light objects, and telephone work; mobility to various working areas.
- Incumbent works in the usual office environment.

Travel:

- Travel may be required.
- Travel may include, but not be limited to, plane, bus, van, taxi, or car.

Emergency call backs:

- Not applicable.

Work Hours:

- Standard core business hours.

Supervisor's Statement: I have discussed the duties of the position with the employee

Supervisor Name (Print):

Supervisor Signature:

Date:

Employee's Statement: I have discussed with my supervisor the duties of the position and have received a copy

Employee Name (Print):

Employee Signature:

Date: