

COMMONWEALTH OF PENNSYLVANIA TREASURY DEPARTMENT

POSITION VACANCY

THIS NOTICE IS TO ANNOUNCE THAT A
VACANCY EXISTS AS DETAILED BELOW

- (1) **Class Title:** Call Center Manager
- (2) **Class Code:** T6670
- (3) **Office:** Bureau of Unclaimed Property
- (4) **Pay Range:** 7
- (5) ***Last Day to apply for posted positions:** 10/6/17
- (6) **Work Hours:** 8:30am – 5:00pm
- (7) **Work Location:** River Front Office Center, Harrisburg, PA 17120

Patrick C. Tighe/pbf
Director of Human Resources

9/29/17
Date

TREASURY EMPLOYEES SHOULD USE THE ATTACHED BID FORM TO APPLY, WHICH CAN BE EMAILED TO PBLANCH-FRIEDRICH@PATREASURY.GOV. NO LATER THAN THE CLOSE OF BUSINESS ON THE LAST DAY OF ACCEPTANCE.

ANYONE (other than Treasury employees) INTERESTED IN THIS POSITION USE ATTACHED APPLICATION OR GOTO <http://www.patreasury.gov/careers/> TO FILL OUT AN APPLICATION. PLEASE SUBMIT TO PBLANCH-FRIEDRICH@PATREASURY.GOV NO LATER THAN THE CLOSE OF BUSINESS ON THE LAST DAY OF ACCEPTANCE.

Call Center Manager

Definition: Provides managerial support to the Claims Division employees by performance of managerial-related functions including the oversight of the daily approval of claim payments and customer service communications on the bureau Call Center.

Responsible for staff development and training of claims staff, as occurring.

Required Knowledge and Skills:

Communicates with staff to determine effectiveness of controls for structuring sound bureau internal controls and policies. Prepares recommendations for Claims procedural manual revisions and facilitates implementation.

Works to rectify problematic callers and resolve claims to maintain bureau claim payment high accuracy rates and call quality standards.

Independently conducts staff meetings, streamlines operations and sets future goals.

Applies strong decision-making skills to apply an approval status for bureau claim payments in accordance with DAUPA (Disposition of Abandoned and Unclaimed Property Act), decedent code and bureau policies to ensure proper payment of bureau claims.

Responsible for the implementation of bureau initiatives including assessment of operational impact.

Skilled in MSOffice suite. Identifies, troubleshoots and elevates UPS2000 and Cisco Call Center desired system enhancements, as well as, to correct programming inaccuracies.

Skilled in data management (supervision, reports, analysis).

Ability to interpret results and elevate recommendations to gain program efficiencies. Call Center experience.

Maintains bureau operational goals (call quality, talk time, wait time, agent readiness, and overall customer experience) to adapt to changing program needs and achieve high customer service standards.

Educational Requirements:

Required: Bachelor's degree in business/management or requisite level of supervisory and/or call center work experience. Strong leadership, interpersonal, verbal, and written communication skills. Significant experience in claims all center management,

Desired: Advanced degree Minimum of five years of experience in a management roles, including increasingly responsible leadership experience. Candidates must provide salary requirements with resume for consideration.

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