

COMMONWEALTH OF PENNSYLVANIA
TREASURY DEPARTMENT

POSITION VACANCY

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

- (1) Class Title: Customer Service Supervisor
- (2) Class Code: T6677
- (3) Office: Bureau of Savings Programs
- (4) Pay Range: 6
- (5)*Last Day to apply for posted positions: 3/26/18
- (6) Work Hours: TBD
- (7) Work Location: Finance Building, Harrisburg, PA 17120

Patrick C. Tighe/pbf
Director of Human Resources

3/19/18
Date

ANYONE INTERESTED IN THIS POSITION, PLEASE APPLY TO ROOM 104, FINANCE BUILDING, NO LATER THAN THE CLOSE OF BUSINESS ON THE LAST DAY OF ACCEPTANCE.

TREASURY EMPLOYEES SHOULD USE THE ATTACHED BID FORM TO APPLY, WHICH CAN BE EMAILED TO PBLANCH-FRIEDRICH@PATREASURY.GOV.

Customer Service Supervisor

DEFINITION: Directly oversees all Customer Service Representatives. Additionally, the Supervisor provides backup telephone support for PA 529 and PA ABLE, including answering questions from account owners, contacting prospective account owners, and conducting follow-up calls.

DESCRIPTION OF DUTIES:

Provides supervision of all Customer Service Representatives including attendance, status changes, reports, and other duties as needed.

Closely monitors all aspects of the call center including call volume, abandonment rate, and service level to minimize abandonment and maximize call center performance.

Identifies and assesses training needs of Customer Service Representatives and communicates those needs to the Operations Manager.

Provides direction and support to Customer Service Representatives in providing accurate program information, answering caller questions, and maintaining the quality of telephone representation.

Relays caller questions and concerns identified by Customer Service Representatives to Operations Manager.

Handles irate or difficult customers when necessary.

Places calls to clients and prospective clients regarding their accounts and/or account requests.

Responds to correspondence and e-mails, as appropriate – including faxing/ mailing of template letters to schools or account owners as needed.

Identifies any pertinent information relating to the call center and/or customer service that should be brought to the attention of Management and relays that information accordingly.

Identifies public reaction to program elements and changes that should be brought to the attention of Management and relays that information accordingly.

Identifies those issues that are particularly compelling to callers and relays that information to Management.

Identifies questions/issues that appear to be of most concern to callers and relays this information to Management.

Assists the Operations Manager in creation and maintenance of databases and contact sheets for schools, vendors, and staff.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Ability and willingness to work evenings and weekends periodically.

Demonstrates discretion, integrity, and professional ethics

Demonstrates ability in any given situation to differentiate relative importance of rules, policies and regulations and do what is right for the customer and the Department.

Excellent interpersonal and communication skills including: outgoing, persuasive, congenial personality, assertiveness; active listening; being able to help those unfamiliar with PA 529 or PA ABLE articulate their questions; social perceptiveness, good reading comprehension, good writing skills, good oral communication skills.

Provide high level of service to all customers calling PA 529/PA ABLE.

Self-initiative; ability to identify leads and opportunities for Field Representatives to promote Business, Community and School Partners programs and any other approved marketing incentives promoting PA 529 and PA ABLE. Ability to follow-through by obtaining pertinent information and providing that information to the Field Representatives as appropriate.

In-depth knowledge of PA 529 and PA ABLE and related topics and ability to effectively convey that knowledge to others.

Understands, retains, and appropriately uses all information and resources provided for Customer Service Representatives independently and without the need for repeated supervisory guidance.

Ability and willingness to work independently with little supervision

Ability and willingness to work cooperatively and assist Customer Service Representatives and/or Field Representatives when needed.

Strong organizational and time management skills.

Ability to learn, retain, quickly recall, and explain complex detailed information.

Ability to stay focused and on-task while carrying out any work function but especially while communicating with any member of the public.

Ability to establish and maintain working relationships with professional, community, and government organizations.

Knowledge of appropriate computer applications including: Word, Outlook, PowerPoint, Excel. Ability to pick up new applications.

Basic understanding of investing including stocks, bonds, and mutual funds.

Good management skills

Day to day supervisory responsibility for Customer Service Representatives including: attendance, status change, and reports as requested.

Closely monitor call volume, abandonment rate and service level in order to minimize abandonment and maximize Customer Service Representative availability.

Identify and assess training needs among Customer Service Representatives and communicate those needs to the Operations Manager.

Provide assistance and backup during high call volume as needed.

Ability to balance multiple work demands.

Strong analytical skills.

Ability to lead a team effectively.

Ability to effectively and appropriately delegate work.

Ability to inspire confidence and respect from staff.

Ability to understand, interpret, retain, and appropriately use all information and resources, including but not limited to legislative and regulatory directives.

Ability to interact effectively with high-level senior staff of corporations, associations, and federal and state governmental officials.

Ability to communicate effectively with those in financial professions such as CPAs, financial advisors, brokers, lawyers and auditors.

Other duties and responsibilities as assigned by the Operations Manager, Assistant Director, or Director of the program.

MINIMUM EXPERIENCE AND TRAINING:

Bachelor's degree in business, marketing, sales, communication, or finance.

In addition, the ideal candidate would be bilingual (Spanish) to provide customer service to Spanish-speaking customers.