



COMMONWEALTH OF PENNSYLVANIA

TREASURY DEPARTMENT

Job Posting – Administrative Officer II: Call Center Supervisor

Class Title: Administrative Officer II – Call Center Supervisor
Class Code: T8640
Office: Bureau of Savings Programs
Pay Range: 7 – Starting Salary \$52,558.00
Apply By Date: March 18, 2022
Work Hours: 8:30AM – 5:00PM
Work Location: Harrisburg – Finance Building

THE POSITION

This position coordinates the Bureau of Savings Programs (BSP) call center operations including scheduling, managing and monitoring BSP customer service representatives. The supervisor will offer additional telephone support when needed, including answering questions from account owners, contacting account owners and conducting follow-up calls and emails.

DESCRIPTION OF WORK

- Provides supervision of all BSP customer service representatives including attendance, leave requests, status changes, reports, etc.
- Schedules staff in the call center and coordinates with BSP management for additional coverage during busy seasons or when short staffed.
- Monitors all aspects of the call center including call volume, abandonment rate, service level, call queues, and staff scheduling to minimize abandonment and maximize call center performance.
- Monitors and reports on individual customer service representative call statistics.
- Monitors calls for quality of program information shared, adherence to policies, and to identify staff coaching and training needs.
- Provides direction and support to call center support staff in providing accurate program information, answering caller questions, and maintaining superior customer service.
- Assists with recruitment, onboarding and training of BSP customer service staff.
- Answers calls and emails from current and prospective account owners as backup during high call volume periods.
- Handles irate or difficult customers when necessary.
- Proactively identifies frequent caller questions and concerns, relays that information to bureau management, and suggests solutions to address them.
- Identifies staff training topics based on questions/issues that appear to be of most concern to callers.
- Assists in updating and maintaining the Bureau Operations Manual that provides a guide for all staff, including those in the call center.

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- Identifies any pertinent information relating to the call center that should be brought to the attention of management and relays that information accordingly.
- Determines if call center support staff are answering calls in appropriate manner and relaying accurate information.
- Determines those issues that should be brought to the attention of BSP management.
- Other duties and special projects as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Excellent interpersonal and communication skills, both written and verbal.
- Ability and willingness to manage multiple work demands and work independently.
- Strong organizational and time management skills.
- Strong analytical skills.
- Ability to learn, retain, quickly recall, and explain complex detailed information.
- Ability to supervise a team effectively, inspiring confidence and respect from staff.
- Ability to effectively and appropriately delegate work.
- Demonstrates discretion, integrity, and professional ethics.
- Knowledge of appropriate computer applications including Microsoft Office and Customer Service software.
- Ability to learn new software applications.
- Basic understanding of investing including stocks, bonds, and mutual funds.
- Ability to communicate effectively with public officials and those in financial professions such as CPAs, financial advisors, brokers, lawyers and auditors.

MINIMUM EXPERIENCE AND TRAINING:

A Bachelor's degree or equivalent; or

Two – three years of customer service experience; preferably in financial services.

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