

**CLASSIFICATION TITLE- SUB-TITLE**

Office Operations Associate – Renewal Unit

**POSITION SUMMARY**

Under limited supervision of the Records Management Supervisor, this position provides customer service to renewal customers, processed renewal applications, enters data in the Department’s licensing system, collects and receipts Department revenue, and provides back-up to other staff and miscellaneous tasks as needed.

*(Rated PD*

*Only)*

**TR1 TR2 TIME GOALS AND WORKER ACTIVITIES**

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|-----|--|
| 20% | A. Providing customer service to renewal customers   |
|     | A1. Utilize Contact Center Anywhere (CCA) phone system to take inbound calls and make outbound calls in a positive, helpful and reputable manner. Log into system daily by your scheduled start time and log out by your scheduled end time. Monitor and update your status according to procedures and applicability. |
|     | A2. Monitor CCA and personal voicemail boxes; respond to customers within one business day.  |
|     | A3. Greet walk-in customers directed to the Renewal Unit in a polite and professional manner.  |
|     | A4. Communicate with licensee (in person, via email and via phone) the procedures and requirements for renewing a credential and answer any questions they may have.   |
|     | A5. Redirect questions not pertaining to renewal to the appropriate staff.   |
|     | A6. Return renewal unit messages and emails within one business day.   |
|     | A7. Serve walk-in customers, including making change for cash payments of all licensing customers.   |
| 30% | B. Processing Renewal Applications   |
|     | B1. Collect and screen renewal applications processed through the US Bank lockbox (Bank Batch). Process the same morning received from US Bank, working through bank batch coupons to be sure all completed renewal information has been keyed to renew licenses.  |
|     | B2. Check fees with those applications received directly (not through bank batch) for amount, completeness and applicability of statutory late filing fee.   |
|     | B3. Check renewal applications to determine that requirements have been met and meet requirements in ICE.  |
|     | B4. Print, fold, sort and mail renewal documents.  |
|     | B5. Process complex reports and re-registration applications.  |
|     | B6. Process complex reports and re-registration applications.  |
| 20% | C. Collecting and receipting Department revenue  |
|     | C1. Process credit card payments and update credit card log.   |
|     | C2. Examine documents to determine fees due.   |
|     | C3. Examine money order/check/cash to determine accuracy of amount and other information.  |

- C4. Return unacceptable payments with documents to department staff or customer unprocessed.
  - C5. Receipt documents with fees received from credentialing walk-in customers.
  - C6. Enter fees into appropriate revenue expenditure account, validate document and endorse check using cash register validation machines.
  - C7. Balance out the cash register at the end of the day.
- 20% D. Entering data in the Department's credential holder system.
- D1. Enter name and address changes for most of the department's credential holders on a daily basis.
  - D2. Process Wall Certificate requests.
  - D3. Process Governor Wall Certificate Requests.
  - D4. Perform file maintenance including changes, addition and deletion of licensee files.
  - D5. Review Daily and Weekly Special Reports and update records accordingly.
  - D6. Process Revenue Clearances and update account history.
- 10% E. Providing back-up to other staff as needed
- E1. Back-up Customer Service Center with phone calls, emails and voicemails.
  - E2. Back-up other renewal staff on daily tasks.
  - E3. Back-up credentialing division staff on filing and mailing.
  - E4. Perform other duties as assigned.

### **KNOWLEDGE AND SKILLS**

1. Excellent reliability and punctuality
2. Strong attention to detail
3. Ability to multitask on a continual basis
4. Data entry skills for licensing system.
5. Excellent interpersonal and customer service skills.
6. Organizational skills
7. Oral and written communication skills
8. Computer skills, i.e. Microsoft Office products
9. Grammar, spelling, punctuation, and proof reading skills
10. Strong math skills
11. Ability to exercise a professional demeanor and represent agency in a positive manner
12. Ability to work well with others