

**Program Assistant Supervisor – Customer Service Center
Division of Professional Credential Processing**

Position Summary

Under general supervision of the Division Administrator, supervise the Customer Service Center staff in managing daily responsibilities. This includes managing incoming calls and ensuring phone coverage, coordinating Reception functions and managing information systems. This position is also responsible for hiring, training, performance management and annual evaluation of staff.

This position requires proactive planning and independent problem-solving skills as well as excellent phone, written and oral communication skills; customer service skills; computer skills and organizational skills. The incumbent will act as liaison between the general public and Division Administrators, management and staff adhering to current regulations, policies and procedures of the Department and statutory rules and authority.

TIME%	GOALS AND WORKER ACTIVITIES
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| 40% | <ul style="list-style-type: none">A. Management and supervision of the Customer Service Center and Reception staff.<ul style="list-style-type: none">A1. Plan, prioritize, assign and direct daily work activity. Develop and maintain work task back-up system.A2. Handle employee-related matters including work-related complaints and performance problems, and effectively recommend formal discipline to the appropriate levels.A3. Establish metrics and performance goals for all team members.A4. Prepare, perform and complete annual performance evaluations for staff incorporating performance metrics.A5. Lead biweekly staff meetings soliciting input on policies and procedures, updating agency workflow changes and posting minutes.A6. Identify training needs and maintain training records. Provide orientation and training to new staff.A7. Interpret and implement division policies and operating procedures. Recommend policy and procedure changes to Division Administrator. Ensure policies and/or procedures are enforced.A8. Schedule and approve work schedules and leave requests.A9. Conduct hiring interviews and make recommendations to the Division Administrator.A10. Assess staffing levels for Customer Service Center and Reception and recruit staff as necessary. |
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- 40%
- B. Management of information systems and services in the Customer Service Center.
- B1. Monitor customer contact volume and assure quick and accurate responses to all emails, phone calls, voicemails and visitors to the Department's Reception Desk and Customer Service Center.
- B2. Maintain an up-to-date Customer Service Knowledge Base and reference materials.
- B3. Review Customer Service Center staff correspondence to verify accuracy.
- B4. Respond to and resolve service complaints.
- B5. Develop and maintain computer-based applicant tracking and credential holder systems.
- B6. Oversee staff in using computer-based applicant tracking and credential holder systems.
- 20%
- C. Act as liaison to Division Administrator, supervisors and management to assure customer service reflects current regulations, policies and procedures of the Department.
- C1. Communicate with Department administrators and supervisors to report on Customer Service Center activities.
- C2. Coordinate with other Department supervisors to assure up-to-date information and services are provided by the Customer Service Center on behalf of the Department's divisions.
- C3. Work effectively with IT and staff from other divisions to ensure Department and division needs are addressed.
- C4. Work collaboratively with Credentialing Staff to facilitate cross training in other units.

Knowledge, Skills and Abilities

- Knowledge of supervisory practices and principles
- Ability to handle a fast-paced, challenging, busy call center
- Strong problem-solving skills
- Strong interpersonal skills
- Strong customer service skills
- Analytical and critical-thinking skills
- Ability to read and understand regulatory statutes and administrative code
- Knowledge of administrative law, evidence and the statutes and rules related to the department.
- Ability to exercise good judgement in the application of administrative policies
- Ability to develop policy and procedures

- Effective oral and written communication skills, including presentation skills
- Organization skills to multi-task and handle multiple priorities
- Computer skills, i.e. technical skills to effectively understand and use software and technology tools; Oracle database, Microsoft products, Internew, etc.
- Familiarity with legal documents
- Knowledge of telephony systems, UCD, traffic and reports used in the operation and management of call centers
- Ability to exercise a professional demeanor and represent agency in a positive manner