Office Operations Associate (Renewal Unit)

Position Summary

Under general supervision of the Records Management Supervisor, this position provides customer services to renewal customers, processes 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.

Goals and Worker Activities

30% A. Providing customer service to renewal customers

A1. Answer phone calls and greet walk-ins directed to the Renewal Unit in a polite manner.

A2. Communicate with licensee (in person, via email and via phone) the procedures and requirements for renewing a credential.

A3. Redirect questions not pertaining to renewal to the appropriate staff.

A4. Return renewal unit messages and emails in a timely manner.

A5. Serve walk-in customers, including making change for cash payments of all licensing customers.

20% B. Processing Renewal Applications

B1. Collect and screen renewal applications processed through the automated lockbox.

B2. Work through bank batches to be sure all information has been keyed to renew licenses.

B3. Check fees with those applications received directly (not through bank batch) for amount, completeness, and applicability of statutory late filing fee.

B4. Check renewal applications to determine that requirements have been met.

B5. Print, fold, sort, and mail renewal documents.

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 any period of receipting.

C8. Review and process renewal payments (Cash Batch & Bank Batch)

15% 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 duplicate renewal Wall Certificate requests.

D3. Process Governor Wall Certificate requests.

D4. Perform file maintenance including changes, addition and deletions to licensee files.

D5. Review Daily Special Reports and update records accordingly

D6. Process Revenue Clearances and update account History

15% E. Providing back-up to other staff as needed

E1. Back-up Customer Service Center with phone calls, emails, and voicemails.

E2. Back-up renewal staff on daily tasks.

E3. Back up credentialing division staff on filing and mailing.

E4. Perform other duties as assigned.

## Knowledge Skills and Abilities

- Excellent Reliability and Punctuality
- Strong attention to detail
- Ability to multitask on a continual basis
- Data entry for licensing system
- Excellent Interpersonal and Customer Service skills
- Organizational skills
- Oral and written communication skills
- Computer skills i.e., Microsoft Office Products.
- Grammar, spelling, punctuation, and proof reading skills
- Strong math skills
- Ability to exercise a professional demeanor and represent the agency in a positive manner