



Temporary Contact Center Specialist Guaranteed Education Tuition Program

Division: GET Contact Center
Classification: Exempt
Closes: 4:00 p.m., February 8, 2016
Annual Salary: \$36,821

Agency Profile

The Washington Student Achievement Council (WSAC) links the work of the secondary schools, higher education, and state education agencies to achieve the mission of improving educational outcomes for students at all levels. Supported by a cabinet-level state agency, the nine-member Council proposes improvements and innovations needed to adapt the state's educational institutions to evolving needs, and advocates for increased financial support and civic commitment for public education in recognition of the economic, social, and civic benefits it provides. The agency also conducts research and analysis, protects education consumers, manages the Guaranteed Education Tuition (GET) college savings program, and administers state and federal financial aid programs.

About the GET Program

The Guaranteed Education Tuition Program (GET) allows families to purchase tuition units now, for use at a later date. These funds are invested and the account owner is guaranteed a return, which will cover tuition at some future date. GET offers a safe and secure opportunity to save for college, therefore increasing college affordability and reducing dependence on other forms of financial aid. The Committee on Advance Tuition Payment, commonly referred to as the GET Committee, governs the program. The Committee is composed of the Executive Director of the Washington Student Achievement Council, the State Treasurer, the Director of the Office of Financial Management and two citizen members.

About the Position

This recruitment will fill two temporary vacancies. The Contact Center Specialist is responsible for assisting current account holders and perspective customers through various forms of communication with information regarding the program and management of accounts. The position reports to the GET Contact Center Manager. The position schedule is Monday to Friday from 8:00 a.m. to 5:00 p.m. During peak periods, the position may require working hours outside the normal work schedule. These temporary appointments are scheduled to end on September 30, 2016.

*At this time there is a delay of new Lump Sum unit sales for a period not to exceed two years effective July 1, 2015. However, customers with Custom Monthly Plans are still making payments.

Work Activities:

Responsible for being the initial point of contact for current account holders and perspective customer by receiving and replying to incoming phone calls and email correspondence. (90%)

- Assists customers with account servicing including payment on accounts, payment agreements, and collection of money.
- Explains enrollment procedures and assists in completion of necessary forms, follows-up with customers for additional information needed to complete enrollment using a variety of communications, including e-mail, telephone, fax, mail, and in-person.
- Provides information regarding the options, rights, regulations, and services available.
- Interprets and applies knowledge of laws, regulations, policies, procedures and record keeping processes in the resolution of inquiries, complaints and problems or concerns.
- Reviews and researches records documentation to resolve customer service-related issues; advises customers of proper procedures involved in appealing program decisions.
- Acts as a liaison between information services and users, and between customers and program director and other staff, as directed.
- Reviews, identifies and processes a variety of written requests from current account holders, which may include request for materials, account changes or corrections, refund requests or other requests using program database software.
- Produces data reports from systems and initiates queries for special reports as needed.
- Performs complex word processing/typing skills such as merging and sorting, integrating text with graphics, spreadsheet and database files; uploading/downloading, and, use spreadsheets and data base software to develop and maintain records, use graphics software and recommend appropriate display of information.
- Assists in program projects such as annual statements, and periodic mailings.

Other duties as assigned. (10%)

Required Education, Experience and Competencies:

- Two years' experience providing assistance to clients/customers regarding inquiries complaints, or problems in person, by telephone, email and other written correspondence
- Demonstrated proficiency in Microsoft Word and Outlook
- Ability to work effectively as a team member
- Ability to work independently, apply and interpret laws, policies and procedures; use good judgment in evaluating and making decisions.
- Ability to effectively prioritize tasks, estimate time frames, meet deadlines, plan and use available resources, coordinate work assignments with others, and inform manager when additional help is needed
- Ability to demonstrate ability to accurately and quickly enter data into a computerized database.
- Ability to possess good proofreading, error detection and correction skills.
- Ability and willingness to speak and communicate effectively with customers, managers, and co-workers
- Ability to perform duties efficiently in a high volume, fast paced environment.
- Ability to interact harmoniously and productively with people within the immediate work unit and the entire WSAC agency.
- Ability to follow program guidelines for requesting leave.

Preferred/Desired Education, Experience and Competencies:

- Two-year Vocational/Community College Degree AND 1 year of Customer Service experience OR
- Experience in SCT Banner.

Application Procedures

To apply for this position you **MUST** find this job posting and complete your profile at www.careers.wa.gov. Attach the following to your profile before completing the online application:

1. A cover letter describing how you meet the required and desirable education and experience of this position.
2. A current resume.
3. Names and phone numbers of three professional references.
4. Complete the supplemental questions.

Please note: *The quality and completeness of the required application materials will be considered in determining whether candidates will move to the next phase of the screening process. Generic cover letters will be considered non-responsive and may eliminate you from further consideration. You should keep a copy of your application for your files.*

Questions?

For questions about this recruitment contact Alisha Rollins at Alishar@wsac.wa.gov, or you may call 360-753-7857.

The Washington Student Achievement Council is an equal opportunity/affirmative action employer and is strongly committed to enhancing the diversity of its workforce. We will provide assistance in the recruitment, application and selection process to applicants with disabilities who request such assistance. Please call 360-753-7802 as early as possible regarding any assistance you may require.