

SUMMARY

New Mexico Educational Assistance Foundation has a temporary contract with the Department of Workforce Solutions to assist their Operation Call Center in servicing the increased volume of unemployment claims... Under general supervision or direction, perform a variety of responsible and complex administrative and technical duties involved in the servicing and completion of unemployment claims. NMDWS administers the Unemployment Insurance (UI) which pays benefits to people who are out of work through no fault of their own and who meet certain qualifications. NMDWS processes claims for unemployment benefits, manages the UI (unemployment insurance) Operations Center, and authorizes the weekly payment of benefits to claimants submitting their UI; and provides general information and assistance to customers.

Work location is Albuquerque (87109) with potential telework after fully trained. The duration of this position is projected to be six months with the possibility of extension to regular full-time.

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Primary Duties

Assume responsibility for the staying up to date on all policy and procedures for claimant assistance. This includes maintaining job aids, attending all company sponsored training, using resources including managers and trainers.

Initiate and/or receive contacts (via telephone or via electronic medium) seeking information regarding their claim state or status; counsel claimants and offer suggestions based on procedure training.

Analyze and perform system information and convey this effectively to claimants and set reasonable expectations for processing time.

Attain and maintain departmental standards for items such as number of calls, service quality and call handling metrics. Utilize low call-volume time to perform research and initiate return communications via various mediums.

Manage personal working time effectively by exercising call control and limiting after call and not available time.

Adhere to all regulatory and internal quality requirements as provided in training

Maintain a professional, compassionate demeanor in all claimant interactions.

Identify and report all instances of possible fraud or risk items.

Document accurately and completely all work performed.

Perform other duties and responsibilities as assigned.

COMPETENCIES

Core Competencies

Honesty/Integrity/Trustworthiness – Being sincere, truthful and ethical.

Oral & Written Expression – Communicate information and ideas, in speaking and writing, so others can understand. Demonstrate proficiency in business writing and active listening.

Establishing & Maintaining Interpersonal Relationships – Developing constructive and cooperative working relationships with others, and maintaining them over time.

Teamwork – The ability to interact effectively in a team environment and complete assigned tasks accurately and on time.

Decision Making & Problem Solving – Analyzing information and evaluating results to choose the best solution and solve problems.

Interacting with Computers – Must have knowledge of applicable computer systems and software programs and use them effectively and efficiently.

Dependability & Accountability – Being reliable, responsible, and dependable. Must be able to fulfill the position's obligations.

Initiative – Anticipate needs and take on additional responsibilities and challenges.

Stress Tolerance – Accepting criticism and dealing calmly and effectively with high stress situations

Conflict Resolution Skills – Resolve issues as soon as they arise through collaborative efforts.

Self Control – Maintaining composure and avoiding aggressive behavior, even in very difficult situations.

Customer Service (External & Internal) – Meeting customer's needs in a timely manner, actively looking for ways to help others, and understanding service principles and processes; customer needs assessments, meeting quality standards, and evaluation of customer satisfaction.

Organizing, Planning, & Prioritizing Work – Must be able to managing one's own time. Developing specific goals and plans to prioritize, organize, and accomplish work.

Maintaining Confidentiality – Must demonstrate continuous safekeeping and protecting of required data (ie non-disclosure of customer, employee and business partner information).

Technical Competencies

Knowledge of department policies and procedures

Knowledge of modern office practices, procedures, and equipment
Ability to perform responsible and difficult technical and administrative work involving the use of independent judgment.
Skill to problem solve and provide guidance.

MINIMUM QUALIFICATIONS

Experience

Call Center or customer service experience. Call center experience is preferred. Education may be substituted in lieu of experience.

Flexibility

Ability to work a variable schedule and adjust working environments.

Education

Equivalent to a high school diploma. Business College courses desirable. An Associate's degree is preferred.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment including ability to sit, stand, walk, kneel, and crouch, stoop, squat, twist, and lift 25 lbs.