



Job Profile

ERS Job Title: Customer Care Specialist II

Division: Member Services

Internal Job Profile Summary

Works with and communicates state pension plan details to customers (including members, retirees, survivors and employers) providing information and services targeted to meet customer expectations.

Job Responsibilities & Performance Standards

- Receives and responds to customer phone calls, emails, letters, and faxes
- Directs inquiries to other individuals, departments, and agencies as appropriate
- Assists customers with regulations, policies, and procedures
- Provides accurate pension plan information and answers to inquiries from internal and external customers regarding the state pension plans
- Receives and reviews customer inquiries and requests, and makes recommendations for potential improvements to communications
- Uses call center software to document calls made and received
- Reviews PARIS and call center account data and customer profiles to assist with customer inquiries
- Updates PARIS with member/retiree information received via phone, email, letter, and fax
- Compiles information and statistics as needed
- Performs job responsibilities with minimal supervision
- Assists with training of Customer Care Specialists

Technical Competencies Required for Job

Pension Software	▪ Ability to navigate the more complex screens and performs data entry in PARIS (or similar pension software)
	▪ Ability to locate and communicate to others the more complex information from within PARIS (or similar pension software)
	▪ Ability to train Customer Care Specialists on the basic PARIS (or similar pension software) panels
Call Center Software	▪ Ability to use telephone software for efficient handling of customer calls
	▪ Ability to proficiently use call center tracking system to document calls
	▪ Ability to train Customer Care Specialists on the telephone and call tracking software
General Computer Software	▪ Has a basic understanding of MS Office
	▪ Ability to navigate, enter data, and perform manipulation data in MS Office
Regulations, Laws, and Plan Provisions	▪ Has a basic understanding of the regulations and laws that govern the pension plans
	▪ Ability to comprehend and communicate to others the details of the pension plan handbooks
	▪ Ability to apply the details of the pension plan handbooks to the more complicated member and retiree accounts
Customer Service	▪ Ability to understand customer needs by actively listening and asking probing questions
	▪ Ability to analyze problems and resolve issues to meet customer needs while maintaining a positive attitude and good rapport
	▪ Ability to project confidence and professionalism by using a positive tone of voice, appropriate words, and correct grammar
	▪ Ability to remain patient, empathetic, calm, and composed while handling unexpected and/or difficult situations
	▪ Ability to determine when a call transfer to a Pension Analyst or more experienced Customer Care Specialist is necessary to provide more detailed account specifics
	▪ Ability to use multiple systems and sources simultaneously to provide accurate and relevant information to customers

Statewide Core Behavioral Competencies Required for Job

Proficient Level Competencies	
Detailed knowledge, understanding, and application of the competency required to be successful in the job; Ability to handle non-routine problems and situations; Requires minimal guidance or supervision / works independently; Consistently demonstrates success in the competency; Capable of assisting others in the application of the competency.	
Accountability	Accepts full responsibility for self and contribution as a team member; displays honesty and truthfulness; confronts problems quickly; displays a strong commitment to organizational success and inspires others to commit to goals; demonstrates a commitment to delivering on his/her public duty and presenting oneself as a credible representative of the Agency and State to maintain the public's trust
Customer Service	Understands that all State employees have external and/or internal customers that they provide services and information to; honors all of the State's commitments to customers by providing helpful, courteous, accessible, responsive, and knowledgeable service
Results Orientation	Consistently delivers required business results; sets and achieves achievable, yet aggressive goals; consistently complies with quality standards and meets deadlines; maintains focus on Agency and State goals
Teamwork and Cooperation	Cooperates with others to accomplish common goals; works with employees within and across his/her department to achieve shared goals; treats others with dignity and respect and maintains a friendly demeanor; values the contributions of others
Basic Level Competencies	
Basic understanding or knowledge needed for the job; Basic understanding and knowledge sufficient enough to handle routine tasks; Requires guidance or supervision when applying the competency; Understands and can discuss terminology and concepts related to the competency.	
Judgment and Decision Making	Analyzes problems by evaluating available information and resources; develops effective, viable solutions to problems which can help drive the effectiveness of the department and/or State of Georgia

Additional Behavioral Competencies Required for Job

Proficient Level Competencies	
Detailed knowledge, understanding, and application of the competency required to be successful in the job; Ability to handle non-routine problems and situations; Requires minimal guidance or supervision / works independently; Consistently demonstrates success in the competency; Capable of assisting others in the application of the competency.	
Communication	Respectfully listens to others to gain a full understanding of issues; comprehends written material; presents information in a clear and concise manner orally and in writing to ensure others understand his/her ideas; appropriately adapts his/her message, style, and tone to accommodate a variety of audiences
Conflict Management	Addresses conflicts by focusing on the issues at hand to develop effective solutions when disputes or disagreements occur; helps others resolve conflicts by providing impartial mediation when needed
Cultural Awareness	Demonstrates an open-minded approach to understanding people regardless of their gender, age, race, national origin, religion, ethnicity, disability status, or other characteristics; treats all people fairly and consistently; effectively works with people from diverse backgrounds by treating them with dignity and respect
Basic Level Competencies	
Basic understanding or knowledge needed for the job; Basic understanding and knowledge sufficient enough to handle routine tasks; Requires guidance or supervision when applying the competency; Understands and can discuss terminology and concepts related to the competency.	
Flexibility	Adapts to change and different ways of doing things quickly and positively; does not shy away from addressing setbacks or ambiguity; deals effectively with a variety of people and situations; appropriately adapts one's thinking or approach as the situation changes
Initiative	Proactively identifies ways to contribute to the State's goals and missions; achieves results without needing reminders from others; identifies and takes action to address problems and opportunities
Professional Development	Demonstrates a commitment to professional development by proactively seeking opportunities to develop new capabilities, skills, and knowledge; acquires the skills needed to continually enhance his/her contribution to the State and to his/her respective profession
Teaching Others	Enhances the capabilities of the organization by openly and effectively sharing his/her subject matter expertise with others; supports a continuous learning environment by preserving and compiling intellectual capital which can be used by others within his/her work group, department and State entities, as appropriate

*Additional competency required for job but not included in the State's predefined competency list.

Statewide Entry Qualifications

High school diploma or GED AND completion of 90 quarter hours (60 semester hours) at an accredited college or university OR One year of experience in a customer service setting communicating information OR One year of experience required at the lower level Customer Care Specialist I or position equivalent.

ERS Preferred Qualifications

High school diploma or GED AND Two or more years of job related experience; some college preferred.

ERS Career Development Criteria

- Customer Care Specialist III
- Customer Care Specialist Supervisor

Work Environment

This is a general office environment consisting of cubicle desk space. Ambient room temperatures, lighting and traditional office equipment are provided as found in a typical office environment.

Physical Demands

Individuals working in this job are required to multi-task while seated. This includes answering phones calls, research information and type using computers throughout the workday; may require walking primarily on a level surface for periodic periods through-out the day; reaching above shoulder heights, below the waist or lifting as required to file documents or store materials throughout the work day; also may include lifting up to 25 pounds for files, computer printouts on occasion.