

**Washington Student
Achievement Council****Customer Service Specialist
Guaranteed Education Tuition (GET) Program**

Appointment Type:	Exempt
Classification:	Customer Service Specialist
Division:	Guaranteed Education Tuition Program
Salary:	\$2,676.23
Work Schedule:	Full-time
Location:	Olympia
Opens:	December 14, 2012
Closes:	December 21, 2012

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.

GENERAL POSITION DESCRIPTION

The Guaranteed Education Tuition (GET) Program 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 that will cover tuition at some future date. GET offers a safe and secure opportunity to save for college, thereby 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 is a full-time exempt position and will provide support services to the Customer Service Unit of the GET program. The Customer Service Specialist reports directly to the Customer Service Manager and will provide assistance to current account holders and prospective customers with information regarding the program and management of their accounts. This position is in a small call center working closely with 7-8 other Customer Service Specialists who manage customer financial accounts. This position also provides occasional backup to the front office receptionist. This position is exempt from civil service rules and regulations and is covered by the Fair Labor Standards Act.

DESIRABLE QUALIFICATIONS

- Two years of experience providing assistance to clients/customers regarding inquiries, complaints, or problems in person, by telephone, email and other written correspondence OR
- Two-year vocational or community college degree AND one year of customer service experience
- Demonstrated proficiency in Microsoft Word, Excel, PowerPoint, and Outlook
- Excellent communication and organizational skills
- Ability to work effectively as a team member and follow instructions as provided
- Ability to interact harmoniously and productively with people within their immediate work unit, the division, and the agency
- Outstanding written and oral communication skills
- Ability to work independently and use good judgment in evaluating and making decisions
- Ability to apply and interpret laws, policies, and procedures
- Ability to remain calm in a busy office setting
- Ability to understand and explain complex transactions
- Ability to maintain a high degree of confidentiality
- Ability to maintain accurate records, maintain spreadsheets, and complete forms
- Ability to work under pressure and deal with upset customers in a calm, professional, and effective manner
- Demonstrated experience in dealing effectively in situations which may involve conflict or high emotions
- Knowledge of appropriate telephone etiquette
- Ability to remain flexible to changes in assignments or situations
- Ability to organize and prioritize activities and work with a variety of staff and programs
- Ability to follow oral and written instructions from supervisor and co-workers
- Working knowledge of SCT Banner software, preferred

SALARY AND BENEFITS

The salary for this position is \$2,676.23 per month. From July 1, 2011 through June 29, 2013 a 3% temporary salary reduction is in effect for most state positions. The salary listed above includes this reduction. For specific information on the Temporary Salary Reduction, [click here](#).

The State of Washington offers a generous benefits package, worth about 30% of the salary, that includes medical, dental, life, and long-term disability insurance; vacation, sick, military, civil, and shared leave; 11 paid holidays per year; a state retirement plan with generous employer contributions; optional Deferred Compensation Program for tax-deferred retirement investments; and optional Dependent Care Assistance and Medical Flexible Spending Accounts.

APPLICATION PROCEDURES

To be considered for this position, you must possess the required qualifications listed above and submit a complete application package, which must include the following:

1. **Letter of Application.** A letter of application which addresses how you meet the qualifications described in this announcement.
2. **Supplemental Questionnaire**
3. **Resume.** A detailed resume including all educational and professional experience.
4. **References.** A list of names, titles and current telephone numbers of three (3) employment references.
5. **Authorization to Release Information form.**
6. **Affirmative Action Form (optional).**

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.

APPLICATION CLOSING DATE

Applications are due by December 21, 2012, at 4:00 p.m.

Applications may be mailed or delivered to the above address or faxed to (360) 704-6202. They may also be submitted in electronic format to: Karenm@wsac.wa.gov. Please type "GET CSS" in the subject line.

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 contact us at (360) 753-7802 as early as possible regarding any assistance you may require.

AUTHORIZATION TO RELEASE INFORMATION

As an applicant for a position with the Washington Student Achievement Council, I am required to furnish information for use in determining my qualifications. In this connection, I hereby authorize the Council to make inquiries regarding my education, work experience and references, unless otherwise stated below. I hereby release all parties and persons associated with any such inquiries from liability in connection with information they give.

A photocopy of this release form will be valid as an original thereof, even though the said photograph does not contain an original writing of my signature.

Comments: _____

Printed Name

Signature

Date

AFFIRMATIVE ACTION DATA SHEET

Please complete and return this form with your employment application package. This is an optional form. You may choose not to complete this form.

Name: _____

Position: _____

Check the item that best describes how you heard about this position.

Friend or neighbor WSAC Website Newspaper or other publication*
 Dept of Personnel WSAC Job line An organization electronic
 Other State Agency* Other* notice*

*Please specify web site, organization, newspaper, publication or other source here:

The Washington Student Achievement Council is an equal opportunity employer. The Council's state-approved Affirmative Action Program seeks to ensure that employment opportunity information reaches all qualified potential candidates, including African Americans, American Indians/Alaskan Natives, Asians/Pacific Islanders, Caucasians, Hispanics, women, men, persons age 40 and over, persons with disabilities, disabled veterans, and Vietnam era veterans. To implement this program more successfully, the Council requests that you provide the following information. Submission of this statistical information is voluntary; failure to complete this portion of the form will not adversely affect your candidacy for employment.

This information will be separated from your application and handled confidentially.

Please check any/all of the following that apply:

Male African American/Black Vietnam Era Veteran
 Female Asian/Pacific Islander (served 180 days or more
 Age 40 or older Caucasian/White between 2/28/61 and 5/7/75 and
 Person with a Hispanic/Latino does not have a dishonorable
disability Native American/
American Indian/
Alaska Native Special Disabled Veteran
(30% or more disability)