

## **Customer Service Specialist GUARANTEED EDUCATION TUITION**

*Opens: Immediately*

*Closes: March 29, 2013*

### **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.

### **DIVISION PROFILE**

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

### **GENERAL POSITION DESCRIPTION**

This is a full-time exempt position that provides services to the customer service unit of the GET program. This position resides in a small call center with seven to eight other customer service specialists and reports directly to the customer service manager. Specialists assist with the enrollment process for prospective and current customers.

Management of customer accounts includes: account options (consists of math calculations) for contract changes and payoff amounts, payments on accounts, payment arrangements, and collection of money. Written requests from current account holders include: account changes, corrections, refund requests, and material requests are provided via our program database software. Communication with customers includes: e-mail, telephone, fax, mail, and in-person. Back-up to the front desk is necessary at times. This position works with IT staff to develop and test new systems; integrates with marketing on marketing strategies.

This position will interpret and apply knowledge of laws, regulations, policies, procedures and record keeping processes in the resolution of inquiries, complaints or concerns. This position is responsible for relaying current information on IRS code and FAFSA rules in coordination with 529 plans. This position is exempt from Department of Personnel rules and regulations, and covered by the Fair Labor Standards Act.

## REQUIRED QUALIFICATIONS

- One year of 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, Excel, Power Point, and Outlook

## DESIRABLE QUALIFICATIONS

- Two-year Vocational/Community College Degree AND 1 year of Customer Service experience
- 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 and/or high emotions
- Knowledge of appropriate telephone etiquette
- Ability to remain flexible to changes in assignments and/or situations
- Ability to organize and prioritize activities and work with a variety of staff and programs
- Ability to follow oral and/or written instructions from Supervisor and co-workers
- Working knowledge of SCT Banner software, preferred

## SALARY & BENEFITS

The annual compensation range for the position is \$32,114.76 per year. *This salary reflects the legislatively mandated 3% temporary salary reduction that is in effect until June 30, 2013.*

Washington State has a generous benefit package including health, dental, and life insurance, retirement, and an optional deferred compensation program. Please go to the following websites for benefit information; [www.hca.wa.gov](http://www.hca.wa.gov) for information regarding health benefits and [www.drs.wa.gov](http://www.drs.wa.gov) for retirement plan information. This is an Exempt position.

## APPLICATION PROCEDURES

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

- 1. Letter of Application:** In your letter of application, provide an overview of your background and qualifications and describe why you are the best candidate for this position.
- 2. Resume:** A current resume, including work experience and education.
- 3. References:** A list of names, titles and current telephone numbers of (3) employment references.
- 4. Authorization to Release Information form.**
- 5. Affirmative Action Form (optional).**

### Submit your completed application materials to:

Karen Moton-Tate  
Associate Director of Human Resources  
Washington Student Achievement Council  
917 Lakeridge Way SW  
P.O. Box 43430  
Olympia, WA 98504-3430  
**Fax:** (360) 704-6202  
**Email:** [Karenm@wsac.wa.gov](mailto:Karenm@wsac.wa.gov)

Complete application materials must be **received** in the office of the Washington Student Achievement Council by **4:00 p.m. on March 29, 2013**. Electronic application packages are encouraged and should be sent in *MS Word format or as a .pdf only*.

*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.*

## 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.**

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Friend or neighbor  | <input type="checkbox"/> WSAC Website  | <input type="checkbox"/> Newspaper or other publication*    |
| <input type="checkbox"/> Careers.wa.gov      | <input type="checkbox"/> WSAC Job line | <input type="checkbox"/> An organization electronic notice* |
| <input type="checkbox"/> Other State Agency* | <input type="checkbox"/> Other*        |   |

\*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:**

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