

Call Center Quality Assurance Specialist 2 (NYHELPS)

Announcement Posted:

10/24/2024

Responses must be hand delivered or postmarked by:

11/03/2024

Salary Range:

\$84,156 to \$106,454

Location:

Office of Administrative Hearings
40 North Pearl Street
Albany, NY 12243

Grade:

23

of Positions:

1

Candidates Must Meet the Following Qualifications:

NY HELPS: This title is part of the New York Hiring for Emergency Limited Placement Statewide program (NY HELPS). For the duration of the NY HELPS Program, candidates may be hired via a non-competitive appointment if they meet the below NY HELPS minimum qualifications.

At a future date (within one year of permanent appointment), it is expected employees hired under NY HELPS will have their non-competitive employment status converted to competitive status, without having to compete in an examination. Employees will then be afforded all of the same rights and privileges of competitive class employees of New York State. While serving permanently in a NY HELPS title, employees may take part in any promotion examination for which they are qualified.

NON-COMPETITIVE QUALIFICATIONS:

Seven years of experience in evaluating, implementing, planning, monitoring, or coordinating a quality assurance process in a customer call center. This experience must include directing and coordinating discrete projects and overseeing a number of quality assurance processes. It must also include: knowledge base and script development; providing design solutions to increase the effectiveness and efficiency of scripts; and aligning these solutions with business requirements.

An associate degree can substitute for two years of specialized experience; a bachelor's degree can substitute for four years of experience.

OR

55 B/C: This position is eligible for 55b/c appointment, and candidates with 55b/c eligibility are encouraged to apply. To be eligible for a 55b/c appointment, candidate must be currently enrolled in the Civil Service 55b/c program and must meet the minimum qualifications listed above. Information about the 55b/c program can be found here: [55b/c Recruitment Resources Center \(ny.gov\)](#).

COMPETITIVE QUALIFICATIONS:

Eligible for a lateral transfer or eligible for transfer under Section 70.1 or 52.6 of the Civil Service Law by having one year of permanent competitive service in an appropriate title. Information regarding transfer eligibility is available on the Civil Service Career Mobility Office website at <https://careermobilityoffice.cs.ny.gov/cmogotit/>.

OR

Reachable on the appropriate eligible list in Albany.

Duties of Position:

The duties will also include, but are not limited to, the following:

- Supervises two or more Call Center Quality Assurance Specialists 1.
- Establishes the business rules for the Quality Assurance Unit.
- Provides ongoing production support and guidance through the process of resolving operational system issues.
- Creates and maintains Knowledge Base content.
- Interacts with Fair Hearing Specialists to ensure that performance work standards are met or exceeded, and customer service satisfaction criteria are met.
- Monitors Fair Hearing Specialists as they answer calls to assess the quality of their interactions with customers.
- Provides constructive feedback and information about Fair Hearing Specialists to supervisors about performance on calls to effect process improvements.
- Monitors, manages, and suggests adjustments to work/skill assignments within the Intake Unit.
- Reviews and analyzes workload statistics and metrics to identify trends and patterns.
- Identifies the needs of Intake Unit and addresses them by coaching team members.

Conditions of Employment:

A permanent appointment will be made. If certified by Civil Service, mandatory reemployment list candidates must be considered first for appointment to this title. Candidates must be legally authorized to work in the United States.

Your resume must indicate how you meet the minimum qualifications for this position. Non-specific submissions may be disqualified from further consideration if the information you provide does not meet the minimum qualifications.

Telecommuting up to 50% may be available in accordance with The Office of Temporary and Disability Assistance policy and can be discussed during the interview.

Remarks:

- **Candidates should reference posting 24-255 when submitting your application.**
- **If submitting electronically, please reference posting 24-255 as part of your subject line.**
- **If you are interested in applying to this position, please visit [how to apply](#) for applicant instructions.**

NYS OTDA seeks to promote a diverse workforce that is a representation of the various cultures, voices, backgrounds, ideas, and talents of the citizens and communities that we serve. We actively solicit and encourage applications from Black, Indigenous, and People of Color (“BIPOC”); LGBTQIA+ individuals; women; people with disabilities; and military veterans.