



## **Service Counselor 2- Call Center**

*Tennessee Department of Treasury*

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The Tennessee Department of Treasury impacts the lives of Tennesseans every day. Treasury is responsible for many of the financial operations of state government, including managing more than \$60 billion in assets through its various investment programs. We administer the State's Retirement Program, *RetireReadyTN*, which combines the state pension plan, Tennessee Consolidated Retirement System, and the State's Deferred Compensation plan. Treasury serves all Tennesseans by helping to educate and empower them to make smart financial choices, and by providing public-serving programs in the areas of college savings, financial literacy, unclaimed property, criminal injuries compensation, and more.

### **Job Overview:**

The position is responsible for handling telephone inquiries of minor complexity regarding general or specific information concerning Tennessee Consolidated Retirement System (TCRS) member participation.

### **Key Responsibilities:**

- Answering phone calls regarding TCRS member participation in a prompt and courteous manner, obtaining member information and providing assistance needed by member.
- Provides accurate and timely information to TCRS members ensuring Personally Identifiable Information is correctly maintained.
- Records and translates TCRS member inquiries into a contact system to conduct research or problem resolutions.
- Using triage matrix and protocol, refers phone calls to a TCRS subject matter expert for resolution.
- Accurately enters customer profile and inquiry information into a proprietary customer system via PC.
- Performs other duties as assigned by the call center supervisor.

### **Minimum Qualifications:**

- Graduation from an accredited four-year college or university.
- Proficiency in the use of PC and proprietary customer database screens to retrieve and enter data.

### **Preferred Qualifications:**

- Graduation from an accredited four-year college or university with a degree in business or business related; or
- At least one (1) year of experience handling public sector inquiries or transactions and direct customer contact; or
- Prior work experience in a high volume call center or customer service department identifying and resolving problems; or

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- At least one (1) year of experience working in the call center with satisfactory performance record.

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