

TENNESSEE DEPARTMENT OF TREASURY
TNStars® and ABLE TN Client Service Representative (Call Center)



Position Description:

Treasury is looking for an enthusiastic, detail-oriented individual to join our College Savings and ABLE TN team. The Client Service Representative is responsible for incoming telephone inquiries regarding participation in the TNStars and ABLE TN programs and management of existing accounts. Training will be provided to all employees regarding the programs. The TNStars® and ABLE TN Representative will perform the following key responsibilities and other duties as assigned by management:

Key Responsibilities:

- Answer phone calls and emails in a prompt and courteous manner
- Provide accurate and timely information to clients and prospective clients
- Record client inquiries and resolutions in the recordkeeping system
- Conduct research, resolve account issues, and update information in the recordkeeping system
- Communicate with prospective clients about the benefits of the TNStars and ABLE TN programs
- Assist management by identifying opportunities to enhance the client experience

Qualifications:

- Bachelor's degree from an accredited, four-year college or university required
- Customer service and/or call center experience preferred
- Excellent oral and written communication skills
- Engaging and positive personality
- Comfort level with discussing financial matters
- Detail-oriented
- Skilled at prioritizing and completing multiple tasks with exceptional organizational and planning abilities
- Familiarity with 529 and 529A plans as well as other financial products is a plus

About the Department of Treasury:

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 \$66 billion in assets through its various investment programs. Treasury strives to serve all Tennesseans by helping to educate and enable them to make smart financial choices through programs including the TNStars® College Savings 529 Program and ABLE TN.

About TNStars®:

TNStars® is a 529 college savings plan designed to help Tennessee families save and invest for future college costs. Tennesseans can invest directly with the program and money can be withdrawn tax-free from a TNStars® account when used for qualified education expenses. More information can be found at www.tnstars.com

About *ABLE TN*:

Similar to a college savings plan, ABLE TN is a 529A plan designed to help individuals with disabilities set aside money for qualified disability expenses. These accounts provide the opportunity to save and invest with tax-free earnings to help qualified participants maintain independence and quality of life. More information can be found at www.AbleTN.gov

To apply, submit your resume to: Treasury.Resumes@tn.gov

The State of Tennessee is an Equal Opportunity Employer.