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| Job Title: | IN-IDOE Help Desk  Coordinator/Intermediate | Job Category: |  |
| Department/Group: |  | Job Code/ Req#: | 735082 |
| Location: | Hybrid  **Worksite Address:**  Hybrid - 3 days onsite per week - local candidates only  Indiana Department of Education  100 N. Senate Ave., Indianapolis, IN 46204 | **Agency Interview**  **Type:** | Webcam only |
| Level/Salary Range: | $23 - $26/hr on C2C | Position Type: | Contract |
| Req. Status: | Open | **Start Date:** | 05/06/2024 |
| Expenses Allowed | No | **End Date:** | 08/30/2024 |
| No. of Openings: | 2 | No New Submittals  After: | 05/03/2024 |
| Max Submittals by  Vendor per Opening | 1 | Send Resumes to | resumes@taurusbiz.com |
| **Requisition Description** | | | | |
| **Short Description:** This position will be instrumental in the administration of a new human-centered federal government benefit program.  **Complete Description:**  The top responsibilities will include application processing, customer service interaction, and case management. The ideal candidate will be able to quickly learn how to process applications while following USDA guidelines, effectively and compassionately communicate (through the phone or via email) to schools and households and maintain household cases in a database to ensure benefits are accurately issued.  • Understand eligibility guidelines and the application approval process  • Efficiently review and process applications  • Investigate flagged applications and follow up with households or schools as necessary  • Maintain a variety of files, update case files as new material is collected, ensure that information is organized and that all necessary case documentation is retained in compliance with the record retention policy  • Work with leadership to resolve escalated customer concerns and system problems  • Provide courteous, timely, and accurate frontline customer service interactions and information.  • Greet customers and provide guidance, information, and direction to customer inquiries in a polite and courteous manner.  • Track customer interactions and inquiries and generate reports for management  • Escalate complex or high-profile customer inquiries to supervisor for review and evaluation  • Research information in order to provide answers to customer inquiries  • Answer inquiries over the telephone or in person concerning regulations or procedures  • Receive and prepare replies to routine correspondence  • Operate office machines related to specific area of work  • Make an eligibility determination for appropriate benefits and waiver programs in compliance with state and federal rules, regulations, and guidelines. (this could replace the second bullet point below)  • Examine data matches to find inconsistent and/or duplicated data.  • Keep current on all changes in rules, regulations, and guidelines regarding the Summer EBT program.  • Makes recommendations to assistant director about procedures and methods to improve efficiency and effectiveness.  **Required/Desired Skills**   |  |  |  |  | | --- | --- | --- | --- | | **Skill** | **Required /Desired** | **Amount** | **of Experience** | | Non-IT help desk experience | Required | 3 | Years | | Strong customer service experience | Required | 2 | Years | | Accuracy in data entry. | Required |  |  | | Excellent human relation skills  with the ability to work with diverse constituencies and a variety of educational levels | Required |  |  | | Excellent organizational and time  management skills | Required |  |  | | Ability to deal with confrontational  situations | Required |  |  | | Excellent oral and written communication skills | Required |  |  | | Ability to work as a member of a team | Required |  |  | | Proficient in Microsoft Office and Google Drive | Required |  |  | | Basic math and accounting skills | Required |  |  | | Self-directed | Required |  |  |   **Questions**   |  |  | | --- | --- | |  | **Description** | | Question 1 | Absences greater than two weeks MUST be approved by CAI management in advance, and contact  information must be provided to CAI so that the resource can be reached during his or her absence. The  Client has the right to dismiss the resource if he or she does not return to work by the agreed upon date.  Do you accept this requirement? | | Question 2 | Please list candidate's email address. | | Question 3 | Only local candidates to Indianapolis will be considered for this position. Please provide the current  home address. | | Question 4 | Selected candidate will be required to work onsite 3 days per week, 2 days remote. Please confirm the  resource understands this requirement. | | | | | |
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| Reviewed By: | Swathi G | Date: | 04/29/2024 |
| Approved By: | Ram S | Date: | 04/29/2024 |
| Last Updated By: | Swathi G | Date/Time: | 04/29/2024 |