Customer Care Lead

Working Title: Customer Care Lead

Pay Grade: 15

Job Family: Administrative Management & Services

Organizational Overview

The University of Central Florida's (UCF's) Administrative Service Center (ASC) primarily provides customer service to the Finance Business Centers (FBCs) and the Human Resources Business Centers (HRBCs) employees, assisting with various tasks as needed. The ASC also provides administrative support services to staff across all colleges and divisions of the University. The ASC is designed to reduce the administrative burden on individual colleges, consolidate transaction-based functions, create economies of scale, and improve backroom process efficiency so the colleges can better focus resources on their mission.

The purpose of the ASC is to ensure that the services provided meet or exceed expected performance levels and satisfy the needs of the faculty/staff/students (colleges/divisions).

Position Summary

The Customer Care Lead provides support and oversight to the Customer Care Team. This role will direct the work, training, and development of the Customer Care Team to ensure they are delivering excellent services to the campus community.

The Customer Care Team is responsible for supporting employees at the institution with questions, processes, and information to help them across a variety of subjects, including human resources, benefits, pay, travel, procurement, finance and how to use Workday. They will have a broad knowledge base to help support the 80% of inquires that can be easily answered and appropriately escalating more complex requests or processes to the appropriate specialists and offices for resolution. This is a front facing customer role that will help find and provide solutions to help keep our faculty, staff, and students focused on the mission of education. In addition to providing first level resolution to employee requests and process support, the Customer Care Team will work on continuous improvement projects, maintaining accurate websites and knowledgebases, and finding unique solutions to customer needs.

Example of Duties

- Manage a team of Customer Care Coordinators, organize team schedules, provide support, and ensure that the team is adequately staffed during peak times.
- Manage the knowledge repository used for providing answers and solutions for employees, maintaining accurate and up-to-date information.
- Monitor the service level agreements and key performance indicators for the Customer Care Team.
- Oversee the use and implementation of service management technology.
- Facilitate onboarding and recurring training for Customer Care Coordinators.
- Review and resolve escalations that are unable to be resolved by a Customer Care Coordinator.
- Conduct periodic review of Administrative Service Center team members.
- Provide direct customer support, such as:
  - Answering employee-based questions and requests
  - Providing Workday self-service guidance
  - Supporting policy and procedure questions
- Provide transaction progress updates.
- Support process improvement by identifying opportunities to enhance internal processes.
- Gather and review data related to customer contact and interactions, and prepare reports based on data.

Qualifications

Minimum Qualifications: High School Diploma or equivalent and 2+ years of relevant experience.

Relevant Experience:

- Experience providing customer service.

Preferred Qualifications:

- Experience managing a team of customer service staff.
- Experience providing customer service in a higher education setting.

Competencies:

- Ability to provide guidance and direction to subordinates, including setting performance standards and monitoring performance.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

- Knowledge of administrative and office procedures and technology systems and workplace terminology.
- Ability to give your full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Desire to genuinely help people and provide solutions.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to use computers and computer systems (including hardware and software) to support, configure, run reports, enter data, or process information.
- Ability to work with anyone at any level across the institution and maintain a professional, helpful, pleasant interaction.

Physical Environment

Standard office environment with no unique physical demands.

Physical/Cognitive Requirements

- Employee must be able to sit or stand for prolonged periods of time.
- This role routinely uses standard office equipment.
- Written communication; verbal communication; logic; fast pace; multiple priorities; sitting in normal position; analyzing; reasoning; reading.

Responsibility for Confidential Data

Exposed to highly sensitive and confidential information and situations. Must be able to handle with objectivity, candor, and confidence.