

Tennessee Department of Commerce and Insurance

Class Title: Reg Board Administrative Manager / Customer Service Manager

Compensation: \$3,023 to \$3,929 monthly

JOB OVERVIEW: This position oversees the Regulatory Boards' and Consumer Affairs' customer facing responsibilities, including management of all intakes, customer complaints, questions, payment processing, application review and all other front facing operations, as well as other agencies within TDCI, while managing all customer service center staff for the Regulatory Boards and Consumer Affairs Divisions. This position will be located in Middle Tennessee.

QUALIFICATIONS:

- Must be able to lead and motivate employees in working as a team.
- Must be decisive and be able to work under demanding operational conditions in a stressful environment.
- Must have excellent oral and written communication skills, leadership, initiative and judgment when interacting with supervisors, peers, subordinates and external customers.
- Must demonstrate strong administrative and analytical abilities.

WORK ACTIVITIES:

- Reviews existing customer service practices and procedures and develops and implements customer service processes based upon standardized board processes, customer feedback and guidance from Fiscal and the Divisional Board offices to ensure the utmost customer experience is provided.
- Maintains an ongoing breadth of knowledge of all Boards, Commissions and programs for TDCI exemplary customer service and to enhance customer experience, and to ensure return business.
- Manages review of licensure/application, permits, and certifications for status, completeness, accuracy, and eligibility requirements based on policy, procedures and law.
- Manages staff processing of all customer or licensee complaints expeditiously and guides staff with implementation of policies, procedures and other customer service operations.
- Creates and maintains statistical data, develops performance objectives and strategic goals for divisional customer service.
- Supervises assigned subordinates in their assigned duties by guiding, directing and motivating in order to meet goals.
- Adheres to all laws, agency directives, policies, procedures, and protocols to provide an example to assigned subordinates to ensure a respectful work environment is maintained.
- Participates in events to represent Department, delivering remarks as requested to promote customer service and maintain positive customer relationships.

Developing and Building Teams:

- Builds mutual trust, respect, and cooperation among team members.
- Models an example of effective performance for subordinates to follow.
- Maintains an open and continuous dialogue with subordinates to ensure effective and efficient communications.
- Identifies imperfection of cooperation within assigned team and develops training opportunities and mentoring appropriate to resolve struggles.

Send resumes to: Greer Kelly, Performance Management Coordinator
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TDCI is an equal opportunity employer.