

Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy.

Position Code: DEPSPL2

Civil Service Class and Level: Departmental Specialist-2

Working Title (What the agency calls the position): Customer Experience Specialist

Name and Position Code Description of Direct Supervisor: BELTON, MICHELLENA R; STATE BUREAU ADMINISTRATOR

Department/Agency: DEPARTMENT OF STATE

Bureau (Institution, Board, or Commission): Bureau of Quality and Customer Experience

Division:

Section:

Unit:

Work Location (City and Address)/Hours of Work: 7064 Crowner Drive, Lansing, MI / Monday – Friday, 8:00 A.M. to 5:00 P.M. Hybrid

General Summary of Function/Purpose of Position: This position serves as the Quality and Customer Experience Specialist supporting the Bureau of Quality and Customer Experience (BQCX) providing accountability and project management functions for bureau wide projects, special initiatives, reporting and customer experience analysis. Incumbent will lead documentation, planning, development, and implementation of projects impacting BQCX. Incumbent tracks, monitors and analyzes customer interactions with public facing teams to develop process improvements and recommendations to improve the experience. Incumbent will also support initiatives to develop and maintain the MDOS Forms repository.

Assigned duties and tasks for each duty.

Duty 1: Analyze all the customer feedback and inputs to create recommendations, identify process improvements, training opportunities, resources gaps and performance benchmarks to maintain quality of public facing teams.

- Identify and track critical issues raised by Secretary of State customers to provide recommendations for program/procedure changes.
- Coordinate with Bureau Administrative Assistant on the Customer Inquiries Program to identify any trends in requests.
- Identify and review all feedback channels from customers into the Department of State
- Identify and review all critical functions and cross team functions
- Analyze all feedback received to determine recommendations, process improvements and performance benchmarks.
- Liaison with the Employee Engagement Division & Office of Human Resources to provide recommendations on training opportunities and new resources.
- Liaison and collaborate with the Office of Continuous Improvement & Transformation/Planning and Reporting to understand Department of State performance standards and opportunities for improvement.
- Liaison and collaborate with the Core Technology Division/Call Center Technology Section & Customer Information Division to update IVR to better serve the public.
- Represent Bureau Director and Bureau in customer experience and quality conversations
- Coordinate and collaborate with the Customer Information Division/Quality Assurance Section to ensure quality of public interactions
- Create monthly reporting to Bureau Director summarizing quality and customer experience data

Duty 2: Lead Bureau wide metrics and reporting.

- Develop and monitor Bureau of Quality and Customer Experience existing software applications
- Understanding existing reporting across all Bureau applications and the interdependence of the data
- Create weekly, monthly or ad hoc reports for Bureau level data
- Develop Bureau reporting standards and cadence
- Develop and support implementation of Bureau scorecards or dashboards
- Collaborate with other bureau and MDOS metric positions to ensure consistency with reporting and data
- Establish Bureau benchmarks, KPIs and performance standards.
- Gather and lead BQCX survey administration and analysis.
- Stay abreast of new technology and advanced concepts that could support better metrics and reporting
- Liaison and collaborate with the Office of Continuous Improvement & Transformation/Planning and Reporting Section and Core Technology Division/Call Center Technology Section to ensure strategic alignment.
- Collaborate with Bureau Administrative Assistant to alignment on Bureau wide metrics and reporting.

Duty 3: Lead implementation and management for all Bureau wide projects and special initiatives.

- Lead coordination of the MDOS Forms Repository in conjunction with the ADA Tech within Employee Engagement and Quality Division.
- Facilitate Quarterly Reconciliation meetings with other MDOS work areas
- Coordinate project implementation plans for BQCX projects and initiatives
- Collaborate with Bureau Administrative Assistant to ensure strategic alignment
- Analyze Bureau trends and data to aid in implementation of special projects
- Coordinate with internal and external subject matter experts to develop definition requirements for project and special initiative implementation.
- Research and analyze topics/issues and program area review; conduct evaluations and review specific programs/topics to develop detailed recommendations for change and process improvements.
- Evaluate organizational and operations needs to recommend process and project solutions.
- Develop documentation to support projects like statement of work, readiness, project idea, request for purchase and project charter
- Attend project meetings on behalf of the Bureau Director and the Bureau

Duty 4: Other duties as assigned

- Other duties as assigned

Types of decisions made independently and whom or what those decisions affect: Establishing the current status of an assigned project or initiative.

Decisions in support of the BQCX, MDOS and DTMB standards.

Decisions in planning, controlling, directing, and reporting.

Decisions leading to the proposition of alternatives and recommendations for assigned projects and initiatives.

Types of decisions that require the supervisor's review: Matters that affect the budget beyond the project's allocated amounts. When decision results in a business process change. When the decision impacts other systems and business units. Decisions that may impact compliance with MDOS legal, security, contract and technology standards.

Physical effort used to perform this job and environmental conditions of this position: The position operates in a normal office environment, performing duties within the assigned workspace. Tasks can be completed routinely seated at a desk, visiting end users at their desks, in the context of meetings and meeting rooms. Work requires extensive use of personal computers including keyboards and monitors. This position is subject to stress and pressure to resolve problems quickly and effectively. Duties may involve lifting of 25 pounds or less.

Names and classes and levels of employees whom this position immediately supervises:

The essential functions of this position: This position serves as the Quality and Customer Experience Specialist supporting the Bureau of Quality and Customer Experience (BQCX) providing accountability and project management functions for bureau wide projects, special initiatives, reporting and customer experience analysis. Incumbent will lead documentation, planning, development, and implementation of projects impacting BQCX. Incumbent tracks, monitors and analyzes customer interactions with public facing teams to develop process improvements and recommendations to improve the experience. Incumbent will also support initiatives to develop and maintain the MDOS Forms repository.

The function of the position's work area and how it fits into that function: The Bureau of Quality & Customer Experience provides quality assurance, support and resources for customer facing teams. This Bureau is composed of the Customer Information Division, the Customer Records Division and the Employee Engagement and Quality Division. These divisions are responsible for the management and operations of MDOS' public-facing call center, internal support units (FSTU and QAU), creating and updating department policies, procedures, and communications (web pages, forms, and publications), and works closely with phone center staff to resolve complex customer issues. These divisions are also responsible for the overall maintenance, integrity, accuracy and availability of Michigan driver and vehicle records.

Minimum education, experience, and credentials typically needed to perform the position's essential functions:

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:

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Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of methods of planning, developing, and administering programs.

Knowledge of state and federal laws and legislative processes related to the work.

Knowledge of the need, preparation, and use of reports.

Ability to plan, direct, and coordinate programs and administrative activities of a complex, interrelated and interdependent nature, where unknowns and numerous contingency factors are involved.

Ability to formulate policies and procedures relevant to program areas based on information of a conceptual nature from varied and complex sources.

Ability to plan, coordinate, and expedite work projects.

Ability to interpret complex rules and regulations.

Ability to communicate with others verbally and in writing.

Ability to prepare requests for proposals and program agreements.

Knowledge of SUITE, Lean Process Improvement, Six Sigma, or other Project Management best practices and methodologies.

Knowledge of Excel, Power BI, data analysis and metric reporting

CERTIFICATES, LICENSES, REGISTRATIONS:

None