JOB OPPORTUNITY #1

ANALYST III – Customer Support Specialist, Training & Adoption Lead
Controller’s Office
Requisition 39650BR

Under the general supervision of the CO Customer Service Manager, the CO Customer Support Specialist, Training & Adoption Lead position is responsible for leading the CO Solution Center in the area of process and training. The CO Solution Center is responsible for delivering exceptional service by responding in a timely manner, researching and fully resolving matters relating to Disbursements operations. In the next fiscal year, the scope of support will expand to include additional Controller’s Office operations.

The candidate must possess a broad knowledge of campus procurement and disbursement policies and procedures to provide general guidance on disbursement requirements and to resolve outstanding problems and issues. Sensitive issues sometimes arise that require political acumen to handle sensitive issues with tact.

The candidate will be responsible for training and adoption of Service Now, the automated ticketing system, and adoption of new Controller’s Office functional business knowledge. This includes creating and documenting procedures and training materials. Additionally, the candidate will be responsible for assisting in providing and maintaining report metrics for key goals and objectives for the work unit inclusive of ACD phone reports and Service Now incident reports. Such metrics include customer surveys, incident aging and service levels, volume and types of inquiries inclusive of reporting out by Campus Control Points, drilling down to the departmental and individual levels. The candidate will also perform other related duties.

For the full job description, go to http://ucsfhr.ucsf.edu/careers/.

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