

MRC Tier 2 QA/Training Rep Job Posting 2013

Job Opening: Member Resource Center Tier 2 Representative (T2 Rep)

Working Title: MRC Tier 2 Rep: 50% QA & 50% Training

Reports to: Yenise Abadi (for QA work) and Nick Manriquez (for Training work)

Included in Staff Union

This is an hourly, overtime-eligible position, includes bilingual differential in pay structure

Authorized for continual posting by: President Rolf

Job Description: Member Resource Center Tier 2 Representative – 50/50 split between QA and Training

Purpose:

The Tier 2 Training Representative works in the Member Resource Center (MRC) as part of the day-to-day operations of an in-bound call center providing services primarily to union members. The MRC works closely with union officers, management staff, and staff of other departments and partner organizations to communicate with union members about union programs, issues and to provide assistance with health care benefits and state-mandated training and workforce development offered through two Taft-Hartley Trusts.

Duties and Responsibilities:

The Tier 2 Representative's primary responsibilities for assigned Training Partnership related work is to use documented procedures to resolve escalated training cases, assist MRC reps who call the TP help desk, and take supervisor calls relating to training issues. The MRC Tier 2 Rep Training Partnership duties and responsibilities listed below are representative of the position:

1. Answer Help Desk calls regarding training.
2. Documentation of calls using SEIU Healthcare 775NW computer systems
3. Follow documented procedures to problem solve escalated cases from MRC reps (escalations) or from employers (Student Support emails).
4. Create trouble tickets as required per procedures outlined by Training Partnership.

The Tier 2 QA Representative's primary responsibility is to use documented procedures to review recorded calls and score them against the QA checklist. The MRC Tier 2 Rep duties and responsibilities listed below are representative of the position:

1. Review recorded calls and score against the QA checklist. Meet goals on number of calls scored per week.
2. Documentation of call reviews using SEIU Healthcare 775NW computer systems
3. Prepare and analyze QA reports for Staff Development Manager
4. Participate in meetings with development coaches as assigned by Manager
5. Assist in the training of new staff

Additionally, Tier 2 reps must be able to perform all of the duties and responsibilities of a MRC Representative as well as:

1. Assist in the training of new staff
2. Take in-bound calls during heavy call periods as assigned
3. Participation in union activities, including civic engagement (of members) such as voter registration, get-out-the-vote and grassroots political advocacy.
4. Other duties as assigned

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Training, Supervision and Expectations:

The Tier 2 QA/Training Rep's primary responsibility is the efficient operation of the MRC and her/his workstation. New Tier 2 reps will be trained on procedures and processes when hired to the T2 position. Most of this training will be hands on, but there will also be some classroom training.

New Tier 2 reps will have a six month promotional probationary period, and will be evaluated formally every 2-3 months during probation and at least annually thereafter, and will receive frequent feedback and staff development. Tier 2 reps are evaluated on their knowledge, abilities and skills in assisting MRC staff and members with resolutions to the issues that initiated the call from the member and are expected to welcome member participation in union activities, to maintain working relations with the members and staff, to balance conflicting demands, and to carry out assigned tasks in a competent and professional manner in keeping with SEIU Healthcare 775NW's overall mission, values and goals.

The Tier 2 reps must be proficient in acting independently and organizing their own time and workload. Tier 2 reps must have strong problem solving and analytical skills. They must be able to receive direction and instruction from the MRC Coaches, MRC Managers and Director, as well as other union officers, union or Partnership staff, and union leaders as necessary in the daily operation of the call center.

Physical Demands & Work Environment

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to use a computer and phone, and to talk and hear for up to 4 hours between break periods. The employee is occasionally required to stand; walk; reach with hands and arms and stoop, kneel or crouch. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

While performing the duties of this Job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Work Schedules:

The MRC business hours are 8:00 am to 6:00 pm PST on staggered work shifts. Occasional weekend work is required of all MRC staff. The MRC is located at the SEIU Healthcare 775NW headquarters, currently in Seattle, WA.

Compensation: Salary and benefits are set by collectively bargained contract or Memorandum of Understanding.

Benefits include fully employer-paid family health, dental, vision and pharmacy benefits (including domestic partners of same or opposite sex), fully employer-paid defined-benefit pension through SEIU, a generous leave package, an optional 401(k), additional benefits.

Requirements include: Fluency (written and spoken) in English and at least one additional needed language, preference for native speakers. Languages for which we are most often recruiting include: Spanish, Korean, Russian, Vietnamese, Cantonese, Mandarin, Somali, Tigrinya, Amharic, Arabic, Ukrainian, Khmer, Lao. Personal commitment to the mission and goals of SEIU Healthcare 775NW is a requirement of this position (see www.seiu775.org and www.seiu.org).

Preferences: Women and people of color are strongly encouraged to apply. Experience in a call center environment, human services referral and information program, and social justice organizations are all a plus.

To Apply: Send a resume, cover letter, 3 references with current contact information, and salary history to jobs@seiu775.org. Please reference "MRC Tier 2 Rep" in the subject line of the email, and include your language fluency.

Tier 2 QA/Training Rep Job description revised 04/15/2013