

**New York State Department of Civil Service**  
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

**Occ. Code 2251800**

<b>Assistant Director Insurance Fund Customer Service, M-3</b>	<b>2251800</b>
<b>Director Insurance Fund Customer Service, M-5</b>	<b>2251900</b>

Brief Description of Class Series

Positions in this title series manage and direct customer service programs at the New York State Insurance Fund (NYSIF). Incumbents develop and implement centralized, interdepartmental approaches to customer service. These positions are found only at NYSIF.

Distinguishing Characteristics

*Assistant Director Insurance Fund Customer Service:* non-competitive; one position class; assists the Director Insurance Fund Customer Service in establishing policies and directing the daily activities of customer service programs.

*Director Insurance Fund Customer Service:* non-competitive; one position class; directs NYSIF's customer service programs.

Illustrative Duties

*Assistant Director Insurance Fund Customer Service*

Oversees the implementation of customer engagement programs and public outreach initiatives.

- Communicates NYSIF's vision of optimal customer service to impacted departments.
- Identifies ways to enhance customer experience and engagement.
- Communicates new customer service procedures to staff and ensures staff is trained in customer service best practices.

Manages relationships with internal and external stakeholders, including identifying specific customer needs based on Safety Group.

Provides guidance to staff regarding non-routine, complex, and sensitive issues and develops procedures on how to handle escalated legislative or customer questions and complaints.

Develops customer communications in alignment with NYSIF's mission.

Ensures consistent messaging, accurate interpretation of policies, and timely dissemination of customer-facing guidance.

#### *Director Insurance Fund Customer Service*

Directs customer service programs, including customer engagement.

Reviews and approves internal and external surveys. Uses customer feedback to review current procedures across departments.

Prepares customer service program budgets.

Establishes production goals and quality standards for customer service.

Evaluates performance of customer service programs and identifies areas to improve customer service delivery.

Establishes and implements policies and procedures for customer service programs.

#### Minimum Qualifications

##### *Assistant Director Insurance Fund Customer Service*

Non-Competitive: ten years of experience in customer experience, client relationship management, customer service communications, customer solution policy development, or public relations. Three years of this experience must have been at a supervisory level, or one year at a managerial level.

Substitutions: an associate's degree may substitute for two years of experience; a bachelor's degree may substitute for four years of experience; a master's degree may substitute for five years of experience; and a doctorate may substitute for six years of experience.

##### *Director Insurance Fund Customer Service*

Non-Competitive: twelve years of experience in customer experience, client relationship management, customer service communications, customer solution policy development,

or public relations. . Three years of this experience must have been at a managerial level.

Substitutions: an associate's degree may substitute for two years of experience; a bachelor's degree may substitute for four years of experience; a master's degree may substitute for five years of experience; and a doctorate may substitute for six years of experience.

**Note:** Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

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