

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

Tentative Classification Standard

Occ. Code 2836100

Call Center Quality Assurance Specialist 1, Grade 18	2836100
Call Center Quality Assurance Specialist 2, Grade 23	2836200
Call Center Quality Assurance Specialist 3, Grade 25	2836300

Brief Description of Class Series

Call Center Quality Assurance Specialists apply quality assurance principles to the review, evaluation, and monitoring of services delivered, and the quality of customer service provided in a call center.

Distinguishing Characteristics

Call Center Quality Assurance Specialist 1: full performance level; under the direction of a Call Center Quality Assurance Specialist 2, analyzes workload trends and metrics, identifies necessary skill improvements, coaches Call Center Representatives to ensure consistent and superior customer service skills, guides performance improvement, and prepares customer reports to determine service level performance standards.

Call Center Quality Assurance Specialist 2: supervisory level; under the direction of a Call Center Quality Assurance Specialist 3, supervises two or more Call Center Quality Assurance Specialists 1, defines and clarifies the quality assurance business rules, develops and updates informational processing procedures, and coordinates the efforts of change management teams.

Call Center Quality Assurance Specialist 3: managerial level; under the general direction of higher-level call center staff, manages a quality assurance unit including direct supervision of two or more Call Center Quality Assurance Specialists 2.

Related Classes

Call Center Representatives work at the various call centers of New York State. Incumbents perform such tasks as providing information, over the telephone, to callers regarding state services and programs. Specifically, they respond to verbal, written and electronic inquiries from customers, provide information about agencies' programs and services, conduct interviews to secure complete information and identify

the appropriate course of action, and contact New York State agencies and the private sector to gather information to resolve complaints and process requests.

Illustrative Duties

Call Center Quality Assurance Specialist 1

Creates and maintains knowledge base content.

Supports higher-level analysis to guide system changes and implementation.

Monitors Call Center Representatives as they answer calls to ensure that performance work standards are met or exceeded and that customer service satisfaction criteria are met; provides feedback to Call Center Representatives and engages in direct coaching based on necessary skill improvements.

Monitors, manages, and adjusts work skill assignments within the call center.

Reviews and analyzes workload statistics and metrics to identify trends and patterns.

Participates in the creation and implementation of job aids, training plans, evaluation tools, and guidance documents to improve and standardize performance.

Call Center Quality Assurance Specialist 2

Supervises two or more Call Center Quality Assurance Specialists 1.

Trains Call Center Quality Assurance Specialists 1 and other lower-level staff on topics aimed at improving quality assurance reviews and overall unit performance.

Oversees and coordinates the work of the change management process.

Establishes the business rules for a quality assurance unit.

Provides ongoing production support and guidance through the process of resolving operational system issues.

Reviews and approves the creation or updating of job aids, training plans, evaluation tools and guidance documents to improve and standardize performance.

Monitors the implementation of new requirements and procedures and evaluates their effects on quality assurance operations.

May also perform all of the duties and responsibilities of a Call Center Quality Assurance Specialist 1.

Call Center Quality Assurance Specialist 3

Administratively supervises Call Center Quality Assurance Specialists 2 and other staff within a quality assurance unit.

Monitors, analyzes, and oversees all quality assurance activities; identifies trends to inform processes and call center protocol.

Develops, coordinates, and implements quality assurance initiatives using recognized performance management tools.

Assesses the effectiveness and quality of the call center's operations.

Identifies methods to increase consistency in work performance, so that the call center meets or exceeds standards.

Directs the monitoring, management, and adjustment of work skill assignments in accordance with staff availability and call volume.

Directs the creation or updating of job aids, training plans, evaluation tools and guidance documents to improve and standardize performance.

Participates in customer review implementation meetings to identify call trends, service level risks, transfer call rate issues, important metrics, and areas in which improvement is needed.

May also perform all of the duties and responsibilities of lower-level Call Center Quality Assurance Specialists.

Minimum Qualifications

Call Center Quality Assurance Specialist 1

Open Competitive: bachelor's degree and two years of call center quality assurance experience*; or an associate degree and four years of call center quality assurance experience*; or six years of call center quality assurance experience*.

Call Center Quality Assurance Specialist 2

Open Competitive: bachelor's degree and three years of call center quality assurance experience* in a government agency**; or an associate degree and five years of call

center quality assurance experience* in a government agency**; or seven years of call center quality assurance experience* in a government agency**.

Call Center Quality Assurance Specialist 3

Open Competitive: bachelor's degree and four years of call center quality assurance experience* in a government agency**; or an associate degree and six years of call center quality assurance experience* in a government agency**; or eight years of call center quality assurance experience* in a government agency**. A minimum of one year of this experience must include direct staff supervision.

*Experience in evaluating, implementing, planning, monitoring, or coordinating a quality assurance process in a customer call center. This experience must include directing and coordinating discrete projects and overseeing a number of quality assurance processes. It must also include: knowledge base and script development; providing design solutions to increase the effectiveness and efficiency of scripts; and aligning these solutions with business requirements.

**A government agency includes a Department, Office, or Commission, and any unit, bureau, or division in a Department, Office, or Commission, at the federal, state, county, or municipal level. It does not include any private or publicly held entity (e.g., a firm, company, or similar non-governmental entity that contracts with, or provides services to, a government agency).

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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EJM