



Call Center Lead

Tennessee Department of Treasury

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The Tennessee Department of Treasury impacts the lives of Tennesseans every day. Treasury is responsible for many of the financial operations of state government, including managing more than \$50 billion in assets through its various investment programs. We administer the State's Retirement Program, RetireReadyTN, which combines the state pension plan, Tennessee Consolidated Retirement System, and the State's Deferred Compensation plan. Treasury serves all Tennesseans by helping to educate and empower them to make smart financial choices, and by providing public-serving programs in the areas of college savings, financial literacy, unclaimed property, criminal injuries compensation, and more.

Job Overview:

The position is responsible for managing the customer service call team, coordinating customer service call center responses to telephone inquiries of minor complexity regarding general or specific information concerning the Tennessee Consolidated Retirement System (TCRS) and the Treasury Department, and overseeing customer service assignments.

Key Responsibilities:

- Supervise a team of Customer Service Counselors assigned to respond to phone calls regarding TCRS, providing coaching, and technical assistance, to support a high level of customer service ensuring prompt, courteous and accurate information.
- Working with TCRS specialty areas, coordinate phone transfers and written referrals to TCRS Specialist for resolution of matters received by the contracted retirement plan call center (Empower) or the Assist Team.
- Actively monitor the call responses of Customer Service Counselors and retirement plan call center representatives to ensure that call center agents are providing prompt, courteous and accurate information.
- Working with TCRS program staff, develop information and communication strategies when programmatic changes affect TCRS members, providing information to Customer Service Counselors, call center agents and retirement plan call center representatives.
- Serve as a team member for coordinating special projects in the Employer Reporting and Customer Service division.

Minimum Qualifications:

- Graduation from an accredited four-year college or university is required.
- One (1) year of experience in a customer call center or high contact customer service experience.

Preferred Qualifications:

- Two (2) years of experience handling public sector inquiries or transactions and direct customer contact in a high volume call center is preferred.

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