



DHS/DFCS (OFI) – Business Support Analyst 2 – OFI CCC

**Job Number:
00175582**

Job Posting: January 23, 2017
Closing Date: April 24, 2017
Primary Location: Cobb

Number of Openings: 1
Job: DFCS/OFI
Shift: Day Job

SALARY: Pay Grade: K
Salary Range: \$36,268.09 - \$51,811.56
(Salary Commensurate with Experience)

Current Georgia state government employees will be subject to State Personnel Board rule provisions.

The Georgia Division of Family and Children Services (DFCS), a division of the Georgia Department of Human Services, investigates reports of child abuse; finds foster and adoptive homes for abused and neglected children; issues SNAP, Medicaid, TANF and childcare assistance to low-income families; helps out-of-work parents get back on their feet; and provides numerous support services and innovative programs to help families in need.

DFCS is working to implement significant child welfare reform through the Blueprint for Change plan, which is the Division's roadmap to improving the lives of the children and families we serve. It is about strong practice, a committed workforce and the authentic internal and external engagement with our staff and the community. The Blueprint for Change has three pillars:

- **Practice Model:** Adoption of a practice model that will serve as the foundation to keep kids safe and strengthen families; and inclusion of guiding principles, vision and mission statement.
- **Robust Workforce Development:** Increased staffing and expertise for Child Welfare and Family Independence; research-based caseload ratios; mentoring for supervisors; improved compensation based on proven competency; and development of a career path.
- **Constituent Engagement:** Creation of advisory boards at state, regional and local levels; organized "roadshows" to engage the public, local stakeholders and media; and build consensus and collaboration among partners, staff, and stakeholders.

DFCS is seeking candidates for the position of **Business Support Analyst 2** in the DFCS/OFI/ CCC Unit. This position is located in Cobb County, GA.

Job Summary & Responsibilities:

- Develop and maintain Quality Assurance processes for both phone and Case Maintenance staff to ensure that compliance standards are met across the Customer Contact Center.
- Manage, motivate and develop a team of Quality Assurance specialists to drive quality, efficiency and an enhanced customer experience.
- Plan and forecast the workload of the Quality Assurance team of Analysts to insure auditing requirements are met in a timely manner.
- Develop and distribute weekly and monthly trend reports to management teams for coaching, feedback and to assist in meeting business goals and objectives.
- Recommend ongoing training needs and coaching plans based on trends analysis.
- Conduct regular quality calibrations with department leadership to assure consistency.
- May partner with other departments, division, outside agencies, and vendors to address business issues.
- Exercise various latitudes of independent judgment.
- Assist with orientation, training, or providing task guidance of junior team members.
- Establishes and maintains a positive working relationship with area business community, internal and external agency customers, and other related contacts.
- Monitors effectiveness of the business operations, assesses quality of service and makes recommendations to improve operations.
- Maintain collaborative relationships with leadership across the agency to assure consistency in quality processes and adherence to procedures and policy.
- Possess knowledge of agency programs and practices to assess and address errors real time.

Core Competencies:

- Consistent access to an insured vehicle is required as a condition of employment
- Complete required training that may require out of town travel lasting up to five nights a week
- Excellent oral, written, presentation and interpersonal communication skills
- Strong proficiency in the use of Microsoft Office Suite and/or standard software applications typically used in a corporate office environment

DHS provides services to ensure the health and welfare of all Georgians. In the event of an emergency, any employee may be required to assist in meeting the emergency responsibilities of the department.

Qualifications:

- Bachelor's degree in a related field from an approved, accredited college or university AND Two (2) years of related experience, one (1) year of which in a supervisory or team lead role
-or-
- High school diploma or GED equivalent AND four (4) years related work experience, one (1) year of which in a supervisory or team lead role
-or-
- One (1) year experience at the lower level Economic Support Specialist 3 (SST072) or position equivalent.

Preferred Qualifications

Preference will be given to candidates who, in addition to meeting the minimum qualifications, demonstrate some or all of the following education/skills/experience:

- Bachelor's degree from an approved, accredited college or university
- At least three (3) years of related program specific policy knowledge including Food Stamp and Family Medicaid. The three (3) years can be a combination of work experience as an Economic Support Specialist 3 (SST072) and an Economic Support Specialist 2 (SST071)

Benefits:

In addition to a competitive salary, DHS offers a generous benefits package, which includes employee retirement plan; paid holidays annually; vacation and sick leave; health, dental, vision, legal, disability, accidental death and dismemberment, health and child care spending account. Visit <http://team.georgia.gov/> for more information.

GEORGIA ON MY MIND: *It Doesn't Get Any Better Than This!*

Georgians enjoy a quality of life that would be hard to find in any area across the nation. Lower taxes and a lower cost of living enable you to do more with the money you make and maintain a higher standard of living.

Within Georgia you will find an unlimited supply of recreational and cultural opportunities. Enjoy boating, camping, fishing, golf, hiking, picnicking, swimming, tennis or just relaxing against Georgia's many scenic backdrops. Georgia is a 57,906 square-mile playground filled with natural beauty and immaculate resources. From the mountains to the coast from ballet to baseball, Georgia offers you a livability and quality of life that can help you achieve your dreams.

You're Really Going to Like Cobb County!

The very best of Atlanta is waiting for you in Cobb County! Cobb County is a thriving blend of the best entertainment Atlanta has to offer, from big attractions, historic sites, sports, shopping, dining, cultural arts, outdoor and adventure. Cobb County will indulge everyone with its diverse sights, sounds and sensations...all within 10 minutes of downtown Atlanta.

Interstate 75 north/south runs through the county. I-285 circles Atlanta and intersects in southeastern Cobb County. I-20 east/west passes through the southern tip of the county.

Cobb County is serviced by Hartsfield Jackson Atlanta International Airport and is a mere 20 miles from the airport. McCollum Field is located in Cobb County, with more than 500 corporate and pleasure aircraft departing and arriving daily. Lockheed Martin Aeronautics Company and Dobbins Air Reserve Base are located in Cobb County. Marietta is the county seat. Other municipalities in the county are Acworth, Austell, Kennesaw, Smyrna and Powder Springs. www.cobbchamber.org

Criminal Background Checks/Applicant Privacy Rights

All applicants may be subject to a drug screen and may be required to submit fingerprints to check for the existence of criminal history information through the Georgia Bureau of Investigation and the Federal Bureau of Investigation. Applicants have the right to challenge the contents of any criminal history record obtained for the purpose of employment with DHS. For an explanation of these rights, please read, "Applicant Privacy Rights" at:

http://gbi.georgia.gov/sites/gbi.georgia.gov/files/related_files/document/ApplicantPrivacyRights.pdf

Due to the volume of applications received, we are unable to provide information on application status by phone or e-mail. All qualified applicants will be considered, but may not necessarily receive an interview. Selected applicants will be contacted by the hiring agency for next steps in the selection process. Applicants who are not selected will not receive notification. Former DHS employees must be eligible for rehire in order to be considered for the position.

This position is subject to close at any time once a satisfactory applicant pool has been identified.

The Georgia Department of Human Services (DHS) provides a wide range of human services designed to promote self-sufficiency, safety and well-being for all Georgians. The department is one of the largest agencies in state government with an annual budget of \$1.8 billion and nearly 9,000 employees. DHS is comprised of three Divisions: the [Division of Aging Services](#), the [Division of Child Support Services](#), and the [Division of Family and Children Services](#).