**Service Quality Consultant IV Standard Job Description**

**Classification Title:** Service Quality Consultant IV

**FLSA Exemption Status:** Exempt

**Pay Grade:** 14

**Job Description Summary:**

The Service Quality Consultant IV, under supervision, provides complex and specialized support to staff by serving as a coordinating resource and offering suggestions and solutions which enhance efficiency and effectiveness across all aspects of the departments.

**Essential Duties and Tasks:**

**35% Business Process Consultation and Approval**

* Holds a level of expertise in two or more functional areas.
* Serves as technical lead for a specific business analysis project or service.
* May oversee and provide direction on projects.
* Develops work plans and time schedules for projects including outlining phases, identifying personnel, and computing equipment requirements.
* Works with Workday Services on EIB requests.
* Audits EIB request for accuracy before submission.
* Acts as a backup escalation manager when reporting issues to the Technology Services and/or Workday.
* Completes reports and summaries for management and users including project status reports, problem reports, and progress summaries.
* Serves as point of contact for customers and human resources staff with complex routing and business processes questions.
* Assesses client needs, troubleshooting problems, and resolving issues.
* Collaborates with internal departments to drive solutions to critical issues.
* Processes Workday Inbox tasks for business processes for all employee types that route through including move workers, security role assignments, supervisory organization maintenance, etc.
* Collects, analyzes, reviews, and documents changes.
* Serves as a liaison with Technology Services and/or Workday Services.
* Serves on a functional working group and/or committee.
* Works with Technology Services and/or Workday Services representatives to ensure configuration meets ongoing business needs and generates reports to support functions.
* Writes and submits enhancement work requests.
* Reviews and coordinates the development and implementation of change management plans across multiple areas.
* Evaluates opportunities for service quality enhancement.
* Provides guidance to departments and management regarding practices, compliance, laws, regulations, and ethics.
* Upholds University policies for data security and customer data access.

**15% Troubleshooting**

* Investigates business processing scenarios.
* Analyzes and troubleshoots complex defects and/or errors to the point of resolution or escalation.

**15% Data Consultation**

* Assesses client needs through direct interaction.
* Creates detailed functional and technical specifications and defines data requirements.
* Ensures that data is accurately processed and maintained according to organization rules and applicable regulations.
* Tests complex service quality configurations and reports.

**10% Training and Document Creation/Maintenance**

* Oversees training for end-users.
* Oversees the review and creation of job aides for end-users.
* Audits job aides for accuracy.
* Participates in training and professional development sessions.
* Documents current business processes and prepares business and technical requirements for new or existing individual applications or module functions.
* Establishes internal standards used for documentation.

**5% Mentorship**

* Provides mentoring to lower-level staff and student workers.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Required Education and Experience:**

* Bachelor’s degree or equivalent combination of education and experience.
* Six years of related experience.

**Required Licenses and Certifications:**

* None

**Required Knowledge, Skills, and Abilities:**

* Knowledge of word processing and spreadsheet applications.
* Knowledge of process analysis, routine troubleshooting, and client relations.
* Ability to multitask and work cooperatively with others.
* Excellent written communication, analytical, interpersonal, and organizational skills.
* Ability to deliver presentations and training sessions.
* Ability to deal with sensitive information and maintain confidentiality as required by state and federal law.

**Machines and Equipment:**

* Standard office equipment: computer, keyboard, multifunctional printer, telephone, fax machine: 25 hours

**Physical Requirements:**

* None

**Other Requirements and Factors:**

* This position is security sensitive.
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU regulations and procedures.
* Works to cover shifts, or take emergency call, on evenings, weekends, and holidays as required.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

[ ]  **Yes**

[x]  **No**

**Does this classification have the ability to work from an alternative work location?**

[x]  **Yes**

[ ]  **No**