

Development Series Opportunity

CSR Preceptorship

Training



Posted:	September 18, 2023
Description:	Customer Service Representative (CSR) Preceptors are responsible for onboarding and training newly hired CSR staff. In addition to leading staff through a 6-week training program, CSR Preceptors assist the Office of Administrative Support with the CSR Peer Review process.
Stipend:	\$1,500 covers 4-week CSR Preceptor Training Program
Supplement:	In accordance with Policy 803: Temporary Condition Pay Salary Supplement , the SEHD Management Team may approve salary supplements for CSR Preceptors for a 6-week training period mentioned above. The county benefiting from the training will be responsible for paying both the supplement and any related travel incurred by the CSR Preceptor.
Expectations:	-Completion of 4-week CSR Preceptor Training Program, with in-person and virtual sessions, including: <ul style="list-style-type: none">• Review of Portals, Programs and Procedures• Review of SEHD CSR Preceptorship Policy• Understanding of CSR Preceptorship Tools• How to Provide Constructive Feedback
Minimum Requirements:	-Must be a full-time or part-time salaried employee in good standing and have been employed by SEHD for a 6-month period prior to submission.
Note:	The Office of Administrative Support aims to have representation from bilingual staff among the Preceptor team.
To Apply:	Complete SEHD Workforce Development Series Application and Supplemental Information forms. Supervisors should complete the SEHD Workforce Development Series Application – Supervisor Evaluation.
Due:	September 29, 2023