



Loaned Executive Program Assignment Announcement

Senior Advisor, Customer Service, TSA Contact Center

Description:

The Transportation Security Administration (TSA) seeks to bring in a Loaned Executive (Senior Advisor) to advise the TSA Office of Civil Rights & Liberties, Ombudsman and Traveler Engagement (CRL/OTE) on the design and delivery of world-class customer service through the TSA Contact Center (TCC). CRL/OTE is primarily responsible for ensuring that TSA employees and the traveling public are treated in a fair and lawful manner; affording redress; governing freedom of information; and prohibiting discrimination and reprisal, while promoting diversity and inclusion. The TCC is a component of CRL/OTE and serves as TSA's central point of contact for all non-media public inquiries and complaints from the public, and provides information in response to questions, concerns, or complaints regarding security procedures; reports and claims of lost, stolen, or damaged items; and programs and policies. The TCC handles more than 800,000 contacts from the public on an annual basis. Daily, TSA screens approximately 1.8 million passengers, 1.2 million checked bags, and 3 million carryon bags.

Length:

The position is a six-month assignment with the option for a six-month renewal. During this time, the senior advisor will serve full-time as a subject matter expert on customer service management and methodologies for the TCC—examining and providing assessments to improve existing policies, procedures, and training.

Work Schedule:

The senior advisor will work via temporary employment, as defined in 5 CFR § 304.102. The work schedule is full-time.

Components:

TSA

Location:

Arlington, VA

Duties and Responsibilities:

- Provide subject-matter expertise and independent guidance to the Assistant Administrator for CRL/OTE and relevant leadership on providing customer service excellence to the public through the TCC.
- Leverage knowledge and best practices of world-class call centers that have the ability to move contacts that are considered complaints into contacts where the customer is satisfied

and make recommendations on translating those techniques to the service provided by the TCC.

- Analyze feedback from the TCC's newly established automated customer satisfaction survey tool and make recommendations to improve the service provided to the public contacts; and serve on the CRL/OTE senior management team.

Eligibility Requirements:

All candidates must have/be:

- Extensive senior-level experience in the development, implementation, administration and conduct of efficiency assessments in customer service methods.
- The successful candidate(s) must be in a current senior-level management or related position, with in-depth knowledge of current and emerging customer service methodologies.
- DHS suitability eligible. All clearance issues need to be resolved in advance of the actual assignment to ensure immediate operational engagement.
- This position requires the filing of a Confidential Financial Disclosure Report (OGE Form 450).

Application Deadline:

July 25, 2014 at 11:59 p.m. EDT

Application Requirements and How to Apply:

To apply, please e-mail a resume with "TCC Customer Service" in the subject line to loanedexecutive@hq.dhs.gov before 11:59 p.m. EDT of the deadline date.

Whom to Contact for Additional Information:

Karinda L. Washington at Karinda.Washington@hq.dhs.gov.

Additional Content:

In accordance with the Federal Acquisition Regulation (FAR) Subpart 9.5 and the Homeland Security Acquisition Regulation (HSAR) Subpart 3009.5 (48 CFR 30009.507), a potential organizational conflict of interest exists pertaining to the services provided pursuant to this assignment announcement and mitigation may not be possible. HSAR Clauses 3052.209-72 (Organizational Conflict of Interest) and 3052.209-73 (Limitation of Future Contracting) are applicable to this assignment announcement.