

Office of the Attorney General

Human Resources

Indiana Government Center South, 5th Floor
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**JOB
POSTING**

Interested candidates should send their resume via regular mail, email (*as a Word document*) or facsimile to the address or phone number shown above. The Office of the Attorney General is an Equal Opportunity Employer offering a hybrid work model allowing for the possibility of working one remote day per week.

Indiana Unclaimed Property

Job Title: Customer Service Representative I
Division: Unclaimed Property
Reports to: Operations Supervisor
EEO Category: Professional
Classification: Non-exempt
Domicile: Greenwood

Work for the Office of Indiana Attorney General

For more than 165 years, the Office of the Indiana Attorney General (OAG) has been committed to serving the best interests of the State and all Hoosiers. OAG employees have earned an outstanding reputation for meeting the highest professional standards, providing great service, and demonstrating courageous leadership and commitment to excellence to the people of Indiana. If you share our determination to make Indiana a better place to live and work, we invite you to join over 400 of the very best employees and seek a career with the Office of the Indiana Attorney General.

About Indiana Unclaimed Property

Each year, millions of dollars in assets are turned over to the Indiana Attorney General's Office as unclaimed property. It's the job of the Attorney General's Unclaimed Property Division to help return these assets to their rightful owners.

Unclaimed property is any financial asset with no activity by its owner for an extended period of time. This includes:

- Dormant bank accounts
- Lost or forgotten uncashed checks
- Stocks or bonds, dividends, and bond interest
- Insurance proceeds
- Utility refunds
- Safe-deposit box contents

Role Overview/Position Summary

The Customer Service Representative I (CSR) answers incoming calls, assists callers in setting up claims, and opens and scans the physical mail. They may occasionally assist with other office projects as needed. Attendance is an essential function of this position.

A Day in the Life

The essential functions of the position are as follows:

- Answer incoming calls promptly, courteously, and professionally, striving for first call resolution whenever possible
- Educate callers about the claim process and send out the necessary forms

- Route incoming calls to appropriate team members or another division/agency
- Open and scan incoming mail
- Assist the Tangibles Coordinator with archiving
- Respond to constituent emails from the UPD Inbox using the provided canned responses
- Respond to comments on the UPD Facebook page using the provided canned responses
- Review the 1099 report from Kelmar for non-matching name and/or tax IDs and research and correct information when possible
- Process returned mail
- Receive deliveries from USPS, UPS, FedEx
- Assist with greeting visitors at the reception desk
- Perform other duties as assigned or required which are reasonably related to the duties enumerated above

The job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

What You'll Need for Success

You must meet the following requirements to be considered for employment:

- 2-year college education preferred or equivalent job-related experience
- Previous customer service experience
- High degree of internal motivation. Must be able to work independently and efficiently with attention to detail.
- Active listening skills and the ability to remain professional with challenging callers
- Critical thinking, decision-making, and problem-solving skills
- Ability to quickly pivot attention when new priorities develop
- Project coordination abilities including the ability to meet deadlines and prioritize tasks
- Computer proficiency including MS Excel, Word and data entry.
- Ability to move/lift 20-25 pounds (boxes with records)

Benefits of Employment with the Office of Indiana Attorney General

The Office of Indiana Attorney General offers a comprehensive benefit package for full-time employees which includes:

- Three (3) medical plan options (including RX coverage) as well as vision and dental plans
- Wellness Rewards Program: Complete wellness activities to earn gift card rewards
- Health savings account, which includes bi-weekly state contribution
- Flexible work scheduling options, including the potential for hybrid remote work for employees whose work may be performed outside state facilities
- Deferred compensation 457B account (similar to 401k plan) with employer match
- Two (2) fully funded pension plan options
- A robust, comprehensive program of leave policies covering a variety of employee needs, including but not limited to:
 - 150 hours of paid new parent leave
 - Up to 15 hours of paid community service leave
- Combined 180 hours of paid vacation, personal, and sick leave time off
- 12 paid holidays, 14 paid holidays on election years
- Education Reimbursement Program
- Group life insurance
- Referral Bonus program
- Community Service Opportunities
- Employee assistance program that allows for covered behavioral health visits
- Qualified employer for the Public Service Loan Forgiveness Program

- Free Parking
- Free LinkedIn Learning access

Equal Employment Opportunity

The Office of the Indiana Attorney General is an Equal Opportunity Employer and is committed to recruit, select, develop, and promote employees based on individual ability and job performance. Our policy is to provide equal employment opportunity to all people in all aspects of employer-employee relations without discrimination because of race, color, creed, religion, sex, national origin, ancestry, age, sexual orientation, gender identity, physical or mental disability, or veteran status. We will comply with the spirit as well as the letter of all applicable state and federal laws.

If you are a qualified individual with a disability and require reasonable accommodation in completing this application, you can request assistance by contacting the Office of the Indiana Attorney General Human Resources Division at jobs@atg.in.gov.