

Office of the Attorney General
Human Resources
Indiana Government Center South, 5th Floor
302 W. Washington Street
Indianapolis, IN 46204
jobs@atg.in.gov
317-232-7979 (fax)



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 two remote days per week.

Operations Supervisor Unclaimed Property Division

Work for the Office of Indiana Attorney General

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 Operations Supervisor oversees the planning, organization, and direction of the work of the Unclaimed Property Division's operations section, which includes customer service representatives who answer phones and process mail and the tangibles coordinator who manages the safe deposit box items. The Operations Supervisor also oversees all day-to-day facilities issues. The individual in this position is also responsible for overseeing the development and implementation of policies and procedures required to ensure the effectiveness

of the operations section and maintain its compliance with applicable laws. Attendance is an essential function of this position.

A Day in the Life

The essential functions of the position are as follows:

- Coordinate and oversee daily functioning of the operations section including attendance.
- Monitor and evaluate the productivity of the operations staff on a weekly basis and addresses any productivity concerns
- Manage personnel-related matters including interviewing, onboarding, continuing education, remediation, and evaluation and provide positive and constructive feedback to employees
- Manage special and ongoing projects for the office to include, but may not be limited to, 1099s, travelers checks, and savings bonds
- Serve as the facilities liaison with the landlord, submit maintenance requests, and ensure requests are completed.
- Serve as point of contact with the finance division and order all supplies for UPD
- Serve as a primary contact for the alarm company for routine maintenance and testing and also as a responder to alarm calls
- Maintain and update the canned response document as needed for the office
- Work with the Deputy Director to manage the chat bot on the website by adding/deleting responses and pulling reports
- Work with the Deputy Director on strategic and long-term facilities issues
- Oversee updates to forms, letters, instructions, and forward-facing information
- Handle customer service and public relations issues that cannot be solved through the appropriate chain of command within the Unclaimed Property Division
- Make recommendations regarding Unclaimed Property policies and legislative initiatives
- Support the holder and claims side with the software vendor on troubleshooting and submit related help center tickets as needed
- Facilitate and lead ongoing and regular meetings with operations staff
- Represent UPD at outreach events
- 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.

The essential functions of the role are as follows:

- Supervise CSRs and tangibles coordinator (e.g., assist with problem calls, questions, issues that may arise).
- Assist Tangibles Coordinator with inventorying of safe deposit boxes, taking photographs for eBay auctions.
- Submit IT/Database tickets when needed.
- Attending meetings with other sections of the division to discuss current issues and help to come up with acceptable solutions.
- Back up and assist all areas of the Operations Division.

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What You'll Need for Success

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

- Bachelor's degree in business or any other related field
- Five (5) or more years demonstrated experience in government administration, customer service, or related fields
- Two (2) or more years of supervisory experience
- OR any equivalent combination of experience and training that provides the required knowledge, skills, and abilities to carry out the duties of the position.
- High degree of internal motivation. Must be able to work independently and efficiently with attention to detail.
- Advanced critical thinking, decision-making, and problems-solving skills
- Ability to convey unclaimed property related terminology and information in layman's terms
- Ability to understand and solve problems by applying intermediate analytical skills
- Project coordination abilities including the ability to meet deadlines and prioritize tasks
- Ability to quickly pivot attention when new priorities develop
- Excellent interpersonal skills
- Strong organizational and time management skills
- Computer proficiency including MS Excel, Word and data entry.
- Must be familiar with the Indiana Revised Uniform Unclaimed Property Act

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 on election years
- Education Reimbursement Program
- Group life insurance
- Referral Bonus program
- 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\[at\]atg.in.gov](mailto:jobs[at]atg.in.gov).

The General is an Equal Opportunity Employer and is committed has established a culture that welcomes equity, inclusion, and opportunity for all employees and applicants. We encourage you to apply if you feel you have the transferrable skills to be successful in this position and we look forward to reviewing your application.