



## HIGH IMPACT PARTNERS

### ADMINISTRATIVE MANAGEMENT SUPPORT

#### OUR CERTIFICATIONS:

GSA MAS Contract  
No. 47QRAA21D0050

SIN: 611430

Professional and  
Management Development  
Training

NAICS: 541611

Administrative  
Management and  
General Management  
Consulting Services

UEI: N1JMDKHBYBN53

CAGE: 6S5V4

## HIGH IMPACT PARTNERS (HIP)

# Administrative Management Support

**HIP recruits, vets, and places professionals** with the required skills, qualifications, and experience to provide technical and administrative support to augment the organization's staffing needs. Our professionals successfully perform a variety of management assistance functions by having a keen understanding of objectives, programs, processes, and procedures. We provide onsite, remote, and hybrid staffing support to work hand-in-hand with the organization's staff and stakeholders.

### PAST PERFORMANCE

- ▶ Grant Life Cycle Support
- ▶ Toll Free Help Line-Career OneStop Support
- ▶ OCRSO/FOS Administrative Support

### TASKS & SKILL SET

- ▶ Needs Assessment
- ▶ Staffing & Training
- ▶ Onboarding Coordination

### TECHNICAL ASSISTANCE

- ▶ Process Improvement
- ▶ Quality Assurance/Quality Control (QA/QC)
- ▶ Outcome Analysis



## CASE STUDY

# TFHL-COS Support – Quality Assurance Special Project

**Challenge:** The Toll Free Help Line-Career OneStop (formerly TFHL-American Service Locator) is the Department of Labor’s call service for employers, employees, and the unemployed to inquire about various workforce programs such as Unemployment Insurance, Wage and Hour, or Apprenticeship. The client cited multiple issues with the national contact center vendor and asked HIP to develop a strategy for assessing the vendor’s customer service performance.

**Solution:** To address the primary concern about the quality of customer service, the HIP TFHL team recommended a quality assurance solution by engaging “mystery callers” to place calls to the helpline and rate their customer service experience on information delivery. With the client’s approval, HIP developed the Quality Assurance Project that involved two rounds per year of 200 calls each. HIP recruited and trained five independent callers, one of whom conducted calls in Spanish, and provided them with scripts and an assessment form to rate the experience and representative. The HIP team collected the data and developed a comprehensive report that included recommendations for improvement.

**Results:** The client shared the results with the vendor, who implemented recommendations. The original vendor has since changed; however, HIP has continued to lead this project at the client’s request to facilitate continuous improvement. This project has positively impacted the helpline’s customer service delivery and bolstered HIP’s niche in this space.