

CUSTOMER SERVICE COORDINATOR - FINANCIAL SERVICES

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Manager – Regional Information Center or a higher level administrator, an incumbent of this position coordinates the delivery of support for the district financial software to component school districts. The incumbent is also responsible for maintaining, upgrading and revising procedures within the department. Supervision is exercised over customer support positions within the financial services unit (i.e. Junior Customer Service Representative, Customer Service Representative I, and Customer Service Representative II). Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Schedules work consistent with department priorities;

Coordinates activities of customer service staff to meet established schedules and customer needs;

Assists all financial department staff in the resolution of typical problems (i.e., technical questions from school district users, special requests, etc.) and may coordinate with Systems Analysts, Operations, LAN and WAN staff to resolve problems;

Assists the district users in developing objectives for improving software utilization and identifies and explains any additional available services which could be used to meet their financial and human resource needs;

Reviews application operations and identifies areas of potential improvement and coordinates enhancements with vendors;

Reviews customer complaints, concerns and application problems and investigates their causes, identifies problem source and works with district and vendors to rectify problems;

Provides training for school district personnel and BOCES support service personnel;

Reviews existing application procedures to insure compatibility with requirements of personnel in the districts;

Produces proposals for district approval;

Coordinates Disaster Recovery testing for component districts;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of school district business office processes; good knowledge of the capabilities of financial software available for use by New York State school districts; good knowledge of the financial record keeping needs and objectives as they apply to a school district's administrative and business office practices and procedures; ability to train user personnel in the operation and application of new, modified or expanded procedures of a computerized financial record keeping system; ability to organize and present thoughts and procedures in a clear, concise and thorough manner; ability to establish and maintain effective working relationships with school district personnel and computer center staff; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either (a) Bachelor's Degree* and three (3) years experience in computer operations, technical support, or customer relations relating to information technology; or (b) seven (7) years of the specified experience as outlined in (a).

SUBSTITUTION: A Bachelor's Degree* in Computer Science, Information Technology or a closely related field may be substituted for one (1) year of the required work experience described above.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post secondary, degree-granting institution.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS: In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.

BOCES # 2 Lower Hudson
Regional Information Center
J. C.: Competitive
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Job Class Code: S848