

## CUSTOMER SERVICE COORDINATOR – DATA SERVICES

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Project Manager, this position coordinates the transfer of data between customer school districts and the New York State education database, coordinates work projects within the Data Services Department, resolves customer problems and promotes BOCES services. The position requires training sessions provided to customers on Test Scoring and State Reporting as well as providing technical recommendations for implementation of state testing and reporting mandates. Position has supervisory responsibility over support positions such as Customer Service Representatives and Specialists-MIS in either of two units within the Data Services Department: Test Scoring or State Reporting. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Schedules work and presentations consistent with state and departmental priorities;

Coordinate activities of Data Services staff to meet established schedules;

Assists staff in review of state documentation for clarity before making available to customers;

Gives technical assistance to customers and vendors as it relates to state reporting and testing initiatives;

Develops work orders for reports and database designs and tests them for accuracy;

Markets BOCES services to potential clients through presentations, webinars and training programs;

Reviews database errors, concerns and application problems and investigates their causes, identifies the source of error and advises remedial actions to be taken;

Maintains up to date knowledge about state testing and reporting;

Works with customers in relation to special application requests for verification of state data reporting;

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

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the capabilities of the input and output of digital data; good knowledge of the function and operation of data systems; ability to communicate the Lower Hudson Regional Information Center's services, goals and objectives to users; ability to gather and analyze information and draw logical conclusions; ability to anticipate problems and proactively plan to avoid them; ability to establish and maintain effective working relationships with school district personnel and BOCES staff; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES (cont'd):

position; ability to use computer applications such as spreadsheets, word processing, e-mail, and database software; skill in communicating both orally and in writing; comfort with addressing large groups of people both in person and remotely; sound judgment; tact; patience; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and six (6) years of work experience in data processing operations and/or technical support or customer service relating to data processing.

SUBSTITUTION: Satisfactory completion of 30 college credits\* may be substituted on a year for year basis for up to four (4) years of the work experience described above.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

\*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.