

CUSTOMER SERVICE REPRESENTATIVE I

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class assists school district personnel in the use, function and expansion of specific data applications. This is a data applications position involving responsibility for assisting school district administrative users in defining data processing needs, upgrading data processing reports and identifying ways to expand the database. An incumbent provides training in the use of existing services, investigates and evaluates potential use of application features, and identifies and assists in the resolution of complex problems relating to the use of the data applications. This position requires no knowledge of computer languages since its major emphasis is in the use and function of the specific applications of the system and how these can be used to meet the current and potential needs of the user. The incumbent frequently makes site visits to the user districts and contact is primarily with school district administrators who use the service. The incumbent is expected to exercise independent judgment in the performance of duties, and functions in a lead capacity when assigned to a project. Supervision is not a responsibility of this class. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Reviews, upon request, the information processing needs of the school districts and identifies methods of meeting these needs through the use of existing applications, subscription to additional services or by requesting new or expanded services from appropriate Regional Information Center personnel;

Organizes and conducts formal and informal training sessions and workshops for appropriate school district personnel and BOCES computer support services personnel;

Creates, develops and reviews user manuals, training materials and related forms to assist district personnel in making effective use of the BOCES Regional Information Center services;

Reviews and investigates user complaints, concerns and application problems;

Identifies problem source and requests remedial action to be taken by control, operations and programming staff;

Recommends procedural and programming changes to appropriate Regional Information Center personnel as they reflect on the experience with users;

Provides training to users on procedures described in documentation manuals and in the operation of direct data entry terminals;

Discusses data processing requests, problems, and new requirements involving expansion of services;

Advises users when requests for data processing reports are not possible with existing programs and database and when expansion requests are not justified by labor costs and ultimate use of the report;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Promotes use of the various data processing services with school district users;

Attends professional and business meetings as a representative of the Regional Information Center;

Initiates requests for new or expanded services to appropriate Regional Information Center personnel and coordinates the correction and analysis of detailed specifications to insure that all data and documentation requirements are satisfied;

Checks initial data processing report to ensure appropriateness of data display;

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: Good knowledge of data application systems; good knowledge of the capabilities in the input and output of computerized data; skill in determining school district needs and translating them into defined applications; skill in communicating both orally and in writing; ability to communicate the system's services, goals and objectives to users; ability to train user personnel in the operation and application of new, modified or expanded procedures of an educational computer system; ability to organize and present thoughts and procedures in a clear, concise and thorough manner; ability to gather and analyze information and draw logical conclusions; ability to lead discussions and make formal presentations; ability to establish and maintain effective working relationships with school district personnel and Information Center staff; ability to effectively use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; willingness to travel to different work sites; initiative; patience; tact; sound judgment; 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 either: a) five (5) years of work experience in data processing operations and/or technical support or customer service related to data processing applications or b) five (5) years of experience using an automated financial, human resources or student information system in a school district (such as: Finance Manager, Wincap, eSchool Data, eSchool Plus, Infinite Campus, School Tools, Power School or Office 365) to perform work functions on a daily basis.

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.

SPECIAL REQUIREMENT: At time of appointment, possession of a valid license, appropriate for the vehicle to be operated and issued by the New York State Department of Motor Vehicles. The appointing authority is responsible for verifying and ensuring that the candidate meets these conditions at time of appointment and throughout the course of employment.

*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 Education Department as a post-secondary, degree-granting institution.

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 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.