

MANAGER - CUSTOMER RELATIONS  
(BOCES #2)

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Assistant Director of Administrative & Management Services, this position is responsible for consultations with Superintendents, business officials, and other school leaders in order to assess both their districts' service needs as well as their levels of satisfaction with Regional Information Center (RIC) offerings. In addition, this position works with RIC management to maintain and improve the quality of existing service offerings provided by the Regional Information Center and assists in the development of new services. Supervision may be a responsibility of this position. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Engages district and vendor interest in in-service participation, including developing an annual marketing plan, managing website content, and initiating contact by presenting proposals and responding to questions;

Registers districts and application software vendors upon gaining their commitment to participate, including tracking communications, documenting district data access authorization and vendor support of district compliance with laws and regulation;

Develops proposals for new business opportunities;

Gains and maintains an understanding of customers and their needs through surveys and questionnaires issued by the RIC;

Provides information on RIC products and services to customers;

Provides a single point of contact for customers' questions and concerns regarding RIC services;

Works with management to develop informational materials and to plan and implement informational briefings and events for users;

Works with management to develop measurements of customer satisfaction, e.g., designs surveys/questionnaires regarding services;

Works with management, using information gathered through surveys, etc., to create, change, improve or discontinue services;

Renews annual relationships with districts and application vendors, including confirmation of district authorizations and service contracts, as well as terms of service with application vendors;

Develops marketing plans for existing and new services;

Works with internal management staff to develop quality measurements for services provided;

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 technology and its application to the educational and administrative environment; good knowledge of the latest trends and philosophies as they relate to the use of technology in education; good knowledge of user school districts; ability to establish effective working relationships with school district personnel and RIC staff; ability to communicate effectively, both orally and in writing; ability to lead discussions and make formal presentations; ability to think logically and creatively; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; resourcefulness; sound judgment; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree\* and three (3) years administrative experience in educational technology\*\* including or supplemented by one (1) year experience in customer relations in computer technology, which must have included the design and analysis of customer satisfaction surveys and questionnaires.

SUBSTITUTION: A Bachelor's Degree\* in Education, Educational Technology or a closely related field may substitute for an additional one (1) year of the general work experience as described above. There is no substitution for the one (1) year of the design and analysis of customer satisfaction surveys and questionnaires involving computer technology.

\*\*EDUCATIONAL TECHNOLOGY is defined as a variety of technological tools (e.g., Smartboards, Internet, cable television in the classroom, DVD players, digitalized video, personal computers and related equipment, such as scanners, printers, etc.) used in order to improve and enhance classroom instruction.

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 have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

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.