

MANAGER OF CUSTOMER SERVICES

DISTINGUISHING FEATURES OF THE CLASS: The Manager of Customer Services has responsibility for supervising and coordinating administrative applications including financial, cafeteria, and facilities management systems and services provided to component schools. The incumbent also communicates directly with districts and BOCES teams regarding service plans, participation, customer satisfaction with products, and services. He manages projects related to the implementation of these services and ensures maximum utilization of equipment and personnel. General supervision is received from the Director of the Center for Educational Support and Technology with wide leeway allowed for the exercise of independent judgment in carrying out the policies and objectives of the division. Supervision is exercised over the work of the administrative applications team. Does related work as required.

TYPICAL WORK ACTIVITIES:

Supervises, evaluates, and coordinates activities within administrative applications team;

Analyzes operations and identifies areas of potential improvement, assists the service team to develop objectives for improving utilization;

Collaborates with managers within The Center in the development and implementation of strategic initiatives;

Conducts needs assessment and statewide market analysis to identify and assess present and future needs in services;

Identifies and explains any additional available services which could be utilized in meeting district needs and objectives;

Serves as a liaison for solving problems that districts encounter with services and/or products; reviews customer complaints, concerns and application problems, investigates causes, identifies the source, and takes remedial action;

Develops and manages budgets for assigned services; ensures that all services are aligned with COSER regulations;

Has responsibility for reviewing all external and internal training materials for staff and for district personnel;

Assists in the administration of personnel policies, resolution of employee work related problems, hiring procedures and staff evaluation.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the organization and functioning of school systems and their financial, cafeteria, and facilities management system needs and requirements;

Thorough knowledge of the overall operation of information technology systems and their application as related to financial, cafeteria, and facilities management systems and services;

Thorough knowledge of the latest applications and their functionality in an educational setting;

Thorough knowledge of the principles and practices of management, project management, administrative and supervisory techniques;

Ability to communicate effectively, both orally and in writing;

Ability to plan, organize and direct the work of others in a manner conducive to full performance and high morale;

Ability to establish and maintain effective working relationships with school district personnel and staff;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree and four (4) years of professional work experience in public or business administration, information technology, education or accounting, three (3) years of which included programming and systems analysis activities and the coordination and implementation of information technology projects; or,

B. Graduation from a regionally accredited or New York State registered college or university with an Associate's degree and six (6) years of full time professional work experience in public or business administration, information technology, education or accounting, three (3) years of which included programming and systems analysis activities and the coordination and implementation of information technology projects; or,

C. An equivalent combination of training and experience as defined by the limits of (A), and (B) above.