CUSTOMER SERVICE REPRESENTATIVE II

DISTINGUISHING FEATURES OF THE CLASS: Under direct supervision, an incumbent of this class assists school district personnel in the use and function of specific data applications. This is a data applications position involving responsibility for training school district clerical personnel in the use of software applications, resolving basic user problems, and monitoring data processing phases for user districts. An incumbent must maintain ongoing telephone contact with the employees who use the service on a daily basis. Supervision is not a responsibility of this class. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Trains school district clerical personnel involved with data processing applications by explaining software applications and documentation using existing material;

Provides information to user districts relating to preparation of data for submission to the Regional Information Center for processing;

Resolves basic data application problems through telephone support and refers complex issues to higher level staff;

Conducts informal training sessions for school district clerical support staff to help them become proficient in on-line and/or micro applications;

Monitors processing for user districts through the various data processing phases beginning with receipt of request and culminating with the shipment of output to the districts;

Participates as a team member on projects, under supervision of a higher ranking employee who establishes priorities and monitors progress toward project completion;

Assists in identifying user concerns, problems, and suggestions and conveys information to appropriate Regional Information Center personnel;

Promotes use of the various data processing services with all districts;

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: Working knowledge of data application systems; working knowledge of the capabilities in the input and output of computerized data; ability to analyze and comprehend minor data processing problems and to make recommendations concerning their solution; ability to train clerical personnel in the use, application, operation of data processing applications; ability to verbally express ideas and solutions clearly and concisely; ability to establish good working relationships with school district personnel and computer 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; patience; 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) three (3) years of work experience in data processing operations and/or technical support or customer service related to data processing applications, or b) three (3) 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 two (2) years of the 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 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.