

## CUSTOMER SERVICES COORDINATOR - STUDENT SERVICES

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of the Manager – Regional Information Center, the incumbent coordinates the interaction between user school districts and systems, telecommunications and all operations in the student services unit. This unit is responsible for processing all student service reports for school districts. The incumbent monitors all work requests received from school district users to assure data reports are generated on a timely basis. The incumbent supervises data processing personnel in the student services unit and also has supervisory responsibility over customer support positions in the unit (i.e. Junior Customer Service Representative, Customer Service Representative I, and Customer Service Representative II). Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Coordinates activities of customer service, control and data entry staff to meet established schedules;

Logs in all data requests received from user school districts and distributes to unit staff;

Schedules work and production consistent with department priorities;

Follows up with systems by reviewing data processing daily turnover reports to determine what work has been generated;

Reviews printouts received from data processing and distributes to unit staff;

Works with unit staff in resolving user problems and questions;

Interprets manual procedures and report modification requests;

Provides training for new employees in student services unit;

Communicates any procedures or information necessary for efficient utilization of student services unit with user school districts, verbally or in writing;

Confers with Manager – Regional Information Center regarding user complaints, faulty runs, turn around problems, and other issues;

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 processing applications; good knowledge of the capabilities in the input and output of computerized data; good knowledge of student service record keeping needs and objectives; ability to communicate the system's services, goals and objectives to users; ability to gather and analyze information and draw logical conclusions; ability to use a computer terminal; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to establish and maintain effective working relationships with school district personnel and Information Center staff; ability to read, write, understand and communicate in English sufficiently to perform the essential functions of the position; ability to communicate effectively, both orally and in writing; 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 six (6) years of work experience where the primary function of the position was computer operations work such as data control; customer relations relating to data processing or computer operations; data processing marketing; or technical support.

SUBSTITUTION: Satisfactory completion of thirty (30) credits towards an Associate's\* or Bachelor's\* Degree may be substituted on a year for year basis for up to four (4) 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 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.