

JUNIOR CUSTOMER SERVICE REPRESENTATIVE

DISTINGUISHING FEATURES OF THE CLASS: Under the direct supervision of a higher-level employee (Manager, Coordinator or Customer Service Representative I), the incumbent in this class is responsible for performing basic functions related to application support and training necessary to process the reports, material, phone calls, and district inquiries for software applications provided by the Student Services Department in the Lower Hudson Regional Information Center (LHRIC) of Southern Westchester BOCES. The Student Services Department provides user school districts with software applications and training for student information systems used to collect student and teacher data that is necessary for both submission to the New York State Education Department and for the routine operation of the school district. This position assists the supervisor by scheduling training, gathering training materials, auditing and processing reports, performing elementary research on technical problems, and providing basic assistance and information to user school districts and vendors. This is the entry-level position in the Customer Service series, and incumbents of this position are expected to become familiar with the student information systems in the unit to which they are assigned. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Maintains phone and email contact with school districts and vendors to relay information;

Answers phones and schedules meetings;

Coordinates and schedules training for school districts;

Assists Customer Service Representatives in preparing and gathering documentation and materials necessary for training;

Attends on-site training visits to school districts with Customer Service Representatives;

Performs preliminary research of issues reported by districts such as: verifying access and permissions of school district personnel, looking up a student schedule, checking attendance, etc.;

Processes job requests from user school district personnel and submits batch jobs to be run by operations staff;

Processes various district reports;

Assists the user school district in the submission of data to the LHRIC for processing;

Audits input and output document of various complexity for accuracy and then packages the output for delivery to the school district;

Learns technical aspects of the student information systems used in the unit to which they are assigned;

Monitors website to ensure information is updated;

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 modern office procedures and terminology; knowledge of the operation of office technologies and related operations; ability to understand and carry out written and/or oral instructions; ability to learn quickly; ability to get along well with others; 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; accuracy; reliability; initiative; 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.

NOTE: At time of appointment, possession of a valid driver's license appropriate to the vehicle to be operated.

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.

BOCES #2 Lower Hudson
Regional Information Center
J.C.: Competitive
MPM
1d

Job Class Code: S802