

MANAGER OF CUSTOMER SERVICES

DISTINGUISHING FEATURES OF THE CLASS: The Manager of Customer Services has the responsibility for supervising and coordinating the activities of a team that provides support for software applications, systems and related services provided to school districts. The incumbent communicates with school administrators and other managers within the organization regarding service planning, service development, service operations and other matters related to the services provided to component school districts. Work in this role also includes the planning, management, and oversight of customer-facing initiatives and projects. The Manager of Customer Services actively participates in the overall strategic planning of the Regional Information Center and is given leeway to carry out the policies, procedures and objectives consistent with the mission, vision, goals, and core beliefs of BOCES and the Regional Information Center. General supervision is received from the Director of Technical Support Services. Supervision is exercised over the work of the administrative applications team. Does related work as required.

TYPICAL WORK ACTIVITIES:

Leads, supervises, evaluates, and coordinates activities within a team;

Analyzes operations processes and procedures and identifies areas of potential improvements within the team;

Participates, informs and supports the development of cross-functional teams to ensure proper coordination of services;

Prepares and presents service plans, proposals, project status reports and initiatives related to activities within the team and in conjunction with other managers;

Resolves conflicts with internal and external matters related to service issues, customer complaints and applications problems;

Develops, monitors and manages team goals consistent with the mission, vision and strategies of the division;

Researches and consults with school districts to develop Information Technology solutions that assist school districts to stream line operations and with problem resolution;

Assists in the development of budgets in collaboration with other managers and the financial support staff;

Develops bid documents, requests for proposals, scopes of work and other information needed to procure services that meet the needs of school districts;

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Reviews processes, services, operation, contracts and other matters necessary to ensure the security and privacy of data;

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 needs related to the implementation and use of information technology and information systems;

Thorough knowledge of the overall operation of hardware, software, and other technology systems related to areas such as financial management, student management, office automation, facilities management, cafeteria management, and/or business process management;

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 supervisors, peers, staff and school district employees;

Ability to be well organized and able to manage multiple priorities in a fast-paced environment;

Ability to think strategically, respond tactfully, and maintain poise in difficult and stressful situations.

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 experience in information systems, business administration, information technology, or customer service that included the supervision and/or management of technology systems or software; OR

B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree and six (6) of experience in information systems, business administration, information technology, or customer service that included the supervision and/or management of technology systems or software;

C) Graduation from high school or completion of a general equivalency diploma and six years of experience in information systems, business administration, information technology, or

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customer service that included the supervision and/or management of technology or software, which must have included or been supplemented by two years or more of coordination and implementation of information systems projects; OR

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

SUBSTITUTIONS: 1)One year of experience stated above may be substituted for a current Broome-Tioga BOCES employee with successful completion of thirty (30) hours of recent (within the last twelve months) approved subject matter related to SCRIC Academy coursework. 2)An additional year of experience stated above may be substituted for ongoing development opportunities to assist with applying the SCRIC Academy coursework.

SPECIAL REQUIREMENT: Depending on the job location and/or department, possession of a valid driver's license to operate a motor vehicle in the State of New York may be required at time of appointment.

SPECIAL REQUIREMENT: Per regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment for the State of Education Department is required.

Special Note: Because of the radical evolution of technology in this field, qualifying experience must have been gained within the last five (5) years.