

Jurisdiction: Oneida County BOCES

Jurisdictional Class:

Revised: 12/9/99

CUSTOMER SERVICE REPRESENTATIVE (COMPUTER SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: This position exists at a BOCES and involves responsibility for planning and carrying out customer service activities for member schools which request computer network service. The work is performed under the general supervision of the Technology Team Leader in accordance with established policy. Considerable leeway is permitted for the exercise of independent judgement in carrying out work assignments. Supervision is not exercised over subordinate staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Answers customer questions and attempts to resolve problems for computer services;

Ensures customer satisfaction;

Ensures that customers meet schedules for network installations and computer equipment delivery;

Assists with vendor contacts on new product information;

Acts as a liaison for other computer services that may be required for customer satisfaction;

Assures that the client districts are prepared for the scheduled installations and the district is aware of delivery and installation dates;

Keeps informed of status of jobs so that customer questions can be answered readily;

Assists customers in planning jobs, scheduling installations, and arranges meetings with client districts;

Obtains accurate customer deadline dates and advises technical staff whenever delays have occurred or when deadlines must be changed;

Reports on customer satisfaction with quality and services;

Types routine correspondence and form letters from rough drafts or corrected copy;

Greets visitors and salespeople, determines the nature of their business, and directs or assists them accordingly;

Receives telephone calls, takes and relays messages concerned with customer service activities;

Distributes internal forms for use in gathering job data, costs and time information;

Sets up and maintains manual and computerized files;

Schedules appointments, processes correspondence on own initiative or routes to others to handle;

Runs computer generated reports and statements to be sent to customers as requested by the Assistant Business Manager;

Tracks additional billing for audio visual repair and installations;

Assists with work order generation for network installation staff;

Tracks receiving and delivery reports for accurate payment processing acting as a liaison to the Assistant Business Manager.

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of modern office terminology, procedures and equipment; good knowledge of business arithmetic and English; working knowledge of office automation applications such as word processing spreadsheets, database, and electronic mail; working knowledge of personal computers, peripherals and networking technologies; ability to understand and interpret written material; ability to understand and carry out oral and written directions; ability to maintain accurate office records and prepare reports; ability to provide customer service and advice and meet deadlines; ability to deal effectively with the public; ability to perform prolonged fine finger movement; good judgement in solving consumer problems.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered two year college with an Associate's degree in Business Administration, Business Management, Computer Science, Data Processing, Secretarial Science, or a closely related field **AND** one (1) year experience in customer service, including or supplemented by typing and/or keyboarding experience; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma **AND** three (3) years of experience, as outlined in (A) above.

NOTE: Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements.

Customer Service-means any contact with the public or, service provided to co-workers in the work place.

One (1) course in typing can be used as an equivalent for the typing or keyboarding experience.