

Jurisdiction: Oneida County Water Board
Jurisdictional Class: Competitive
Adopted: 04/13/00

CUSTOMER SERVICE COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position responsible for developing and maintaining a proactive customer relations program, conducting benchmarking projects to identify “best-in-class” and to educate clients and staff in the improvement of the business process. The incumbent will deliver training materials and lead and develop customized approaches for client improvement needs. The employee reports directly to and works under the general direction of the Comptroller and the Executive Director, with leeway allowed for the exercise of independent judgement. Direct supervision is exercised over a clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Conducts benchmarking studies of important business processes that are related to customer satisfaction;

Track work orders in progress to completion, either manually or computerized;

Develops and implements a performance measurement program;

Reviews performance and identifies improvement opportunities;

Plans, assigns, and reviews a clerical staff responsible for the maintenance of customer accounts and work order information;

Trains employees on procedures and quality enhancements;

Assists staff with more difficult customer complaints, and directly resolves those requiring special attention;

Consults with various departments to establish continuity of procedures among various internal departments;

Collects quality and service information from customers and works with other departments to resolve problems;

Coordinates and assists in the development of public informational programs;

Prepares public information notices and other materials;

Prepares analysis and reports.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of modern office terminology, procedures and equipment; good knowledge in benchmarking practices and procedures good knowledge of the practices and procedures of customer service techniques; good knowledge in training techniques for employees; ability to analyze and compile data; ability to plan, assign, and supervise the work of others; ability to develop effective working relationships and deal diplomatically with the public, subordinates, and other work contacts; integrity and good judgment in solving complex customer account problems;

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MINIMUM QUALIFICATIONS: Either

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in Business Administration, Business Management, Accounting, or a closely related field **AND** five (5) years supervisory experience in customer service, or customer relations, or account collection; **OR**
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associates Degree in Business Administration, Business Management, Accounting, or a closely related field **AND** seven (7) years supervisory experience in customer service, or customer relations, or account collection.

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

NOTE: A Master's Degree in Business Administration, Business Management or Accounting from a regionally accredited or New York State registered college or university may be substituted for two (2) years of experience.