

Title: Customer Service Coordinator
FLSA Status: Non-Exempt
Reportsto: Executive Director

Primary Job Objectives: Provides software support and associated services to MVECA client organizations.

Responsibilities	Performance Measures
<p>1. Serves as customer service contact for software information and trouble resolution. Provides a high level of timely and reliable support services (e.g., responds to inquiries, provides advice, helps clients use software effectively, resolves problems, etc.).</p>	<ul style="list-style-type: none"> • Utilizes helpdesk application: Acknowledges all requests for support in four hours or less, resolves issues in eight hours or less or takes appropriate measures to escalate issue or establish timeline for resolution. • Provides end-users with information about problem resolution in order to minimize repeat support requests. • Provides the most accurate information possible and willingly conducts relevant research. <p>Other Measurement Tools: Ongoing customer feedback, direct observation, survey results, helpdesk narrative content, training evaluations, adherence to professional development plan.</p>
<p>2. Keeps current with advances and changes in supported software packages. Willingly learns new skills and becomes familiar with new software.</p>	<ul style="list-style-type: none"> • Attends trainings that are related to supported software packages and stays up-to-date on software releases and development. • Accumulates adequate number of continuing education units (CEUs) as defined by the MVECA policies and procedures manual. • Demonstrates a willingness to accumulate new knowledge.
<p>3. Prepares customer training materials and instruction sheets <i>as needed</i>. Maintains orderly records for the purpose of tracking and improving professional development offerings. Trains district personnel as needed.</p>	<ul style="list-style-type: none"> • Posts training events on public calendar and promotes events among all users. • Issues evaluations to collect feedback for each training session and utilizes feedback for improvement. • Publishes all support documentation for customer access. • Archives all sign-in sheets and provides attendance certificates to users. • Utilizes examples and demonstration of software functionality in training sessions.
<p>4. Maintains documentation. Develops additional documentation, reports, records, and inventories as needed.</p>	<ul style="list-style-type: none"> • Places all job related documentation in accessible area for customer and MVECA consumption. • Works with software support team to maintain document archives and other information that will support good service delivery.

<p>5. Cross-trains to serve as a backup of all software as needed.</p>	<ul style="list-style-type: none"> • Attends training in other software areas where appropriate. • Works with users to address issues in all areas when appropriate. • Establishes good working relationships with all staff members and functions as part of a team.
<p>6. Remains aware of support coverage across the entire software support team. Coordinates absences with team.</p>	<ul style="list-style-type: none"> • Provides backup for coworkers during absences. • Communicates and shares work schedule with entire software support team to ensure consistent support coverage. • Prepares customers and coworkers for scheduled absences. • Transfers all open issues to backup team members where appropriate to ensure customer satisfaction.
<p>7. Utilizes Help Desk software.</p>	<ul style="list-style-type: none"> • Fully utilizes helpdesk application to track support history, customer experience, and adherence to performance metrics. (Note: Overall ticket count is not an indicator of high-quality customer support.)
<p>8. Upholds board policies and follows administrative procedures. Refers inquiries requiring policy interpretation to administrative staff. Refers questions about job responsibilities to administrative staff.</p>	<ul style="list-style-type: none"> • Utilizes professional conduct. • Follows documented procedures. • Asks direct questions pertaining to MVECA practices and policies. • Avoids speculation and gossip.
<p>9. Respects personal privacy. Maintains the confidentiality of privileged information.</p>	<ul style="list-style-type: none"> • Adheres to MVECA policies (See Section II-B and II-G of the MVECA policies and procedures manual.)
<p>10. Participates in staff meetings and professional growth opportunities.</p>	<ul style="list-style-type: none"> • Participates in all activities intended to foster organizational improvement and improved customer service.
<p>11. Promotes a favorable image of MVECA. Maintains respectful and professional relationships with all customers and coworkers.</p>	<ul style="list-style-type: none"> • Promotes MVECA programming and service offerings when appropriate. • Exemplifies professional conduct and appearance.
<p>12. Maintains an acceptable attendance record and is punctual.</p>	<ul style="list-style-type: none"> • Follows MVECA policies and procedures. • Coordinates workload with scheduled absences. • Uses sick leave appropriately per MVECA policies.
<p>13. Performs other specific job-related duties as directed.</p>	

Qualifications:

1	Associate's degree in computer science (or accounting, or library service field) and/or equivalent experience.
2	Meets all mandated health requirements (e.g., a negative tuberculosis test, etc.).
3	Documented evidence of a clear criminal record.
4	Knowledge of computing environments and ability to train and support clients in the use of software systems.
5	Ability to communicate complex technical concepts to non-technical individuals.
6	Proficient in the use of word processing and spreadsheet applications.
7	Ability to conceptualize, evaluate, prioritize, and solve complex problems.
8	Ability to establish working relationships with co-workers and function as part of a cohesive team.
9	Multitasking ability and strong communication/interpersonal skills.

**Performance
Evaluation:**

Job performance is evaluated according to the policy provisions adopted by the Miami Valley Educational Computer Association.

The Miami Valley Educational Computer Association is an equal opportunity employer offering employment without regard to race, color, religion, sex, national origin, age, or disability. This job description summary does not imply that these are the only duties to be performed. This job description is subject to change in response to funding variables, emerging technologies, improved operating procedures, productivity factors, and unforeseen events.