Title: Customer Service Coordinator
FLSA Status: NON-EXEMPT
Reports to: Executive Director & Associate Director
Supervises: none
Hours: 40 hours/week

Qualifications

Education:

- High school diploma plus office work experience
- Some college course work preferred

Skills:

- Proficient in the use of word processing and spreadsheet applications
- Proficient in office protocol, data entry, spelling, proofreading, and the correct use of grammar
- Knowledge of computer environments and ability to train and support clients in the use of software systems
- Multitasking ability and strong communication/interpersonal skills
- Ability to read, analyze, and interpret technical manuals and documentation
- Ability to communicate complex technical concept to non-technical individuals
- Ability to conceptualize, evaluate, prioritize, and solve complex problems
- Ability to communicate clearly and concisely both orally and in writing
- Ability to establish working relationships with co-workers and function as part of a cohesive team

Other:

- Documented evidence of a clear criminal record
- Meets all mandated health requirements

General Responsibilities

Provide software support, training, and associated services to MVECA client organizations

Essential Job Functions

- Acquire expertise in all MVECA-supported software applications and related packages
- Develop and provide effective training for customers and provide solutions to support requests
- Serve as the primary customer service contact for software information and trouble resolution
- Provide a high level of timely and reliable support services (e.g. responds to inquiries, provides advice, helps clients use software effectively, resolves problems, etc.)
- Utilize the helpdesk application to track support history, customer experience, and adherence to performance metrics
- Keep current with advances and changes in software packages
- Perform software updates
- Conduct relevant research
- Prepare customer training materials and instruction sheets
- Maintain orderly records for the purpose of tracking and improving professional development offerings
- Promote a favorable image of MVECA by maintaining respectful and professional relationships with all customers and coworkers

Ancillary Duties:

- Perform other specific job-related duties as directed
- Cross train to serve as a backup for other software packages as needed

- Remain aware of support coverage across the entire software support team and coordinate absences
- Participate in staff meetings and professional growth opportunities
- Respect personal privacy and maintain confidentiality of privileged information
- Uphold board policies and follow administrative procedures
- Maintain an acceptable attendance record and punctuality

Physical Demands and Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, talk, and hear and occasionally need to move throughout the building. The employee will be required to read and work at a computer for prolonged periods of time and will frequently repeat the same hand, arm, and finger motions such as typing. Employee will regularly interact with customers and other staff members both in person and on the telephone. Specific vision abilities required by this job include close vision. The employee may occasionally lift up to 15 pounds such as boxes of paper.

The noise level in the office work environment is moderate to occasionally loud. This position requires meeting deadlines with severe time constraints. This position involves stress as a result of those time sensitive obligations, the responsibility to ensure that laws and regulations are followed, and the demands of maintaining communications with large and diverse publics.

Evaluation

Job performance is evaluated according MVECA Policies and Procedures Manual

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

My signature below signifies that I have reviewed the contents of my job description and that I am fully aware of the requirements of my position.

Employee's Name (printed): _____

Employee's Signature _____ Date _____