



CUSTOMER CARE ADMINISTRATOR

SUMMARY/SCOPE/GOAL

To apply appropriate conflict resolution techniques to customer inquiries concerning school and District practice, policy, and procedure.

QUALIFICATIONS

EDUCATION AND RELEVANT EXPERIENCE REQUIREMENTS:

REQUIRED:

- BA/BS from an accredited University Program.
- Minimum three (3) years as a teacher combined with additional building-level administrator **OR**
- Minimum three (3) years as a Customer Service Specialist in a high profile and high stress environment comparable with experience working in school-based administration office to include records management, records retention policies, depositions, court appearances, subpoenas, public information requests, etc.

PREFERRED/DESIRED:

- MA/MS from an accredited University Program.

CERTIFICATIONS AND LICENSES:

REQUIRED:

- Valid State Driver's License

PREFERRED/DESIRED:

PERFORMANCE RESPONSIBILITIES

ESSENTIAL FUNCTIONS:

The tasks/competencies listed below represent most of the time spent working in this position. Supervisor may assign additional tasks within the scope of this classification as necessary.

1. Achieves customer service objectives by contributing customer service information and recommendations to strategic plan reviews.
2. Manage customer care workflow process to ensure timely and effective attention to customer concerns.
3. Direct records management processes to include public records and transcript requests.
4. Enhance productivity, quality, and customer service standards through recruiting, orienting, and training, assigning, scheduling, and disciplining subordinate staff.
5. Serve as first point of contact for school-based custody concerns. Coordinate with Student Services and/or legal advisor for complex issues.
6. Identify and analyze customer trends and define process improvement measures to better address customer needs.
7. Collect and analyze customer service data for inclusion in the strategic plan development process.
8. Collaborate with schools and departments to mitigate customer concerns.
9. Enforce proper protocols, document retention directives, and case resolution progress.
10. Determine customer service requirements through customer contact, survey instruments, focus group formation, benchmarking, and data analysis.

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11. Evaluate, study, and refine processes as needed through customer service matrices development and monitoring.
12. Provide District and school-level training to enhance systemic customer service.

OTHER DUTIES:

Provide outstanding customer service and use positive interpersonal communications skills. Make all decisions and perform all tasks in accordance with Brevard Public Schools' strategic plan, vision, and mission. Ensure compliance with Board rules and applicable federal laws and regulations.

KNOWLEDGE, SKILLS, AND ABILITIES/TRAINING AND EQUIPMENT USAGE

JOB RELATED:

Knowledge of operations, services, and policies. Knowledge of general office procedures and protocols. Thorough knowledge of student handbook, school-related law, and district policies. Demonstrated evidence of effective decision-making ability and management skills. Ability to produce professional documents with modern equipment and software. Ability to work collaboratively with every level of District staff and external stakeholders. Skilled in implementing process improvement techniques. Advanced ability for data analyzation and its use in process improvement. Advanced ability to demonstrate rational responses to stressful discussions.

GENERAL:

Knowledge and use of time management and organizational systems. Skill in meeting and exceeding customer/stakeholder expectations within the precincts of policy, procedure, and sound judgement. Skill in active listening and social perceptiveness. Ability to communicate effectively orally and in writing. Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems. Ability to sustain focus and attention to detail for extended periods of time.

TRAINING:

EQUIPMENT:

Use office machines such as large volume copiers, printers, or calculators. Use computers for email, word processing, intra/internet, data entry, spreadsheets, service ticket responses, presentations, or custom applications.

PHYSICAL DEMANDS/WORK ENVIRONMENT

PHYSICAL REQUIREMENTS:

(L) LIGHT WORK

Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects. If the use of arm and/or leg controls require exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated as light work.

POTENTIAL ENVIRONMENTAL CONDITIONS/HAZARDS:

Indoor office environment most often with Indoor/Outdoor movement between pods/locations frequently. Intermittent noise and activity level. Requires Sitting, Standing, Walking, Bending, Stooping, Kneeling, Finger Dexterity, Talking, Hearing, and Visual Acuity frequently.

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TRAVEL:

Travel between sites rarely. Travel out of county rarely.

FOR HR USE ONLY:

DIVISION:	Government and Community Relations	DEPARTMENT:	Government and Community Relations
TITLE CODE:	C2488	CONTENT BY:	Michelle Irwin
GRADE:	17	COMPENSATION:	Human Resources
UNIT:	NB	LABOR RELATIONS:	Karyle Green, Ed.D.
LAST BOARD APVD:	12/13/2016	CLASSIFICATION:	Beth Thedy, Ed.D.
SCHEDULE:	8 Hrs. – 12 Mos.		

REV:	DATE:	REVISION CONTROL:	INITIATED BY:
1.0	12/13/16	Initial Release	Govt and Community Relations
1.1	07/01/20	REVISED: New format.	Human Resources
1.2	12/1/2021	Updated physical requirements to ADA format, add schedule	Ellie Kelly – Human Resources

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Brevard Public Schools (BPS) is an equal opportunity/affirmative action employer committed to achieving excellence and strength through diversity. BPS seeks a wide range of applicants for its positions so that one of our core values, a qualified and diverse workforce, will be affirmed. Americans with Disabilities Act (ADA) compliance requires BPS to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.