



COORDINATOR – COMMUNICATIONS, DEVELOPMENT, AND CUSTOMER SERVICE

SUMMARY/SCOPE/GOAL

Coordinate the scheduling, training, job performance and operations of the Customer Service Center staff. Coordinate Plant Operations and Maintenance public relations and, communications initiatives to maintain positive customer relations. Coordinate professional development opportunities to support the staff development goals of PO&M. Coordinate telephonic communication for PO&M staff.

QUALIFICATIONS

EDUCATION AND RELEVANT EXPERIENCE REQUIREMENTS:

REQUIRED:

- High School Diploma or equivalent diploma required.
- Minimum of five (5) years of relevant experience in program planning and development, including two years in a lead capacity.
- One (1) year experience in a customer service environment.

PREFERRED/DESIRED:

- N/A

CERTIFICATIONS/LICENSES/TRAINING:

REQUIRED:

- Valid State's Driver's License.

PREFERRED/DESIRED:

- N/A

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. Coordinate, prepare, and implement public relations support for Plant Operations & Maintenance initiatives.
2. Coordinate professional development opportunities for Plant Operations & Maintenance staff.
3. Coordinate and support telephonic communications for department staff.
4. Prepare verbal and written communications for a variety of audiences.
5. Keep records and prepare reports in support of department activities.
6. Coordinate and support department's student intern program.
7. Coordinate, lead, and train customer service staff.
8. Operate personal computer with standard office software such as word processing and spreadsheets.
9. Travel to various schools and sites in support of department's mission.

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OTHER DUTIES:

Performs other duties as assigned commensurate with the skills and abilities of the position. Provides outstanding customer service and uses positive interpersonal communications skills. Makes all decisions and performs all tasks in accordance with Brevard Public Schools' strategic plan, vision, and mission. Ensures compliance with Board Policies, procedures, and applicable federal and state laws and regulations.

KNOWLEDGE, SKILLS, AND ABILITIES/TRAINING AND EQUIPMENT USAGE

JOB RELATED:

Knowledge and ability for planning, assigning, and coordinating the activities of a group of employees in a customer service center. Ability to apply the concepts, practices, and procedures of customer service required. Must use good judgment and business practices. Ability to think logically and creatively while seeking development and customer service solutions. Demonstrated leadership and communication skills, both oral and written Ability to work collaboratively in a fast-paced team environment.

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.

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 frequently, and/or a negligible amount of force constantly (Constantly: activity or condition exists 2/3 or more of the time) to move objects. Physical demand requirements are in excess of those for Sedentary Work. Even though the weight lifted may be only a negligible amount, a job should be rated Light Work: (1) when it requires walking or standing to a significant degree; or (2) when it requires sitting most of the time but entails pushing and/or pulling of arm or leg controls; and/or (3) when the job requires working at a production rate pace entailing the constant pushing and/or pulling of materials even though the weight of those materials is negligible. NOTE: The constant stress and strain of maintaining a production rate pace, especially in an industrial setting, can be and is physically demanding of a worker even though the amount of force exerted is negligible.

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 often. Travel out of county rarely.

FOR HR USE ONLY:

DIVISION:	Leading and Learning	DEPARTMENT:	Varies
TITLE CODE:	L3553	CONTENT BY:	Assistant Superintendent – Facilities Services
GRADE:	JJ	COMPENSATION:	Rick Morton
UNIT:	1010 PTH	LABOR RELATIONS:	Karyle Green, Ed.D.
LAST BOARD APVD:	05/26/2015	CLASSIFICATION:	Beth Thedy, Ed.D.

REV:	DATE:	REVISION CONTROL:	INITIATED BY:
1.0	05/26/15	Initial Release	Facilities Services
2.0	07/01/20	Revised: New format; Updated Job Code, Pay Grade, and Bargaining Unit due to changes made in the minimum salary requirement for FLSA.	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.