

# NEW CASTLE COUNTY GOVERNMENT

Number 0223

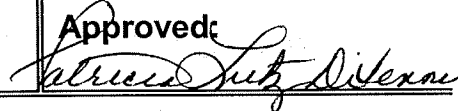
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Date 01/01/02

## CLASS SPECIFICATION

Title: CUSTOMER SERVICES COORDINATOR

Approved:



GENERAL STATEMENT OF DUTIES: Performs all of the non-technical aspects of customer services provided to support the users of New Castle County's information processing and telephone systems; work is carried out primarily at a central location in the County, within the framework of established defined guidelines and directives; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs administrative and training work in the identification and resolution of reported problems with the County's information processing equipment, software applications, and telephone systems. Specific responsibilities include maintaining user productivity through tracking and resolving, directly or by referral, user questions and problems; and training and support of network applications, including e-mail and office automation products; training and support of telephone network applications and voice processing systems. Work may be supplemented by the services of a third-party vendor.

EXAMPLES OF WORK: (Illustrative only)

- Coordinates the customer service function by answering telephones and recording, analyzing, and reporting customer problems according to established policies and procedures;
- Responds to basic customer questions regarding the operation of network applications, including e-mail, automated office applications, and telephone systems;
- Trains and supports the operation of all network and department-approved personal software applications, including e-mail and office automation products, such as word processing, spreadsheets, and database management products;
- Trains and supports the operation of the telephone system and related software, including all telephone network applications;
- Maintains the County's personal computers, printers, telephones, and circuit inventory;
- Provides back-up support to the Operations Section and division secretary as required;
- Provides information, direct assistance, and technical resources to users and division staff;
- Prepares reports and makes recommendations as required;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;

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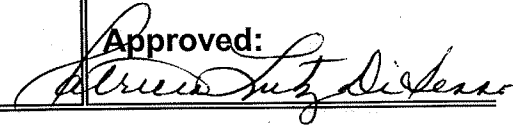
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Date 01/01/02

## CLASS SPECIFICATION

Title: CUSTOMER SERVICES COORDINATOR

Approved:



- Operates a data processing terminal, personal computer, and other related equipment in the course of the work.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:** Some knowledge of customer service policies and procedures in an information processing environment; ability to establish and maintain effective working relationships with customers; some knowledge of the design of information systems; some knowledge of standard office automation applications and telephone systems; ability to reason logically and draw sound conclusions; ability to develop effective solutions to systems problems; ability to communicate courteously and effectively, both verbally and in writing; ability to pass a Class III County physical examination.

**ACCEPTABLE EXPERIENCE AND TRAINING:** At least three years experience in servicing customers in an information processing environment and completion of a standard high school course of GED certificate program; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

### HISTORY OF REVISIONS:

Established: 11/01/97  
Revised: 01/01/02