

## **PALOMAR COMMUNITY COLLEGE DISTRICT**

### **CLIENT SERVICES MANAGER (CCCSAT)**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

#### **DEFINITION**

To direct, manage, supervise and coordinate the provision of support to all CCCSAT Network affiliates and CCN customers throughout the CCC system including all CCCSAT receive sites, CCN customers, and other constituencies; to assist other departments in providing support for new customers, partners and alliances; and to provide highly responsible and complex administrative support to the Project Director.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Project Director.

Exercises direct supervision over professional, technical and clerical staff.

#### **ESSENTIAL FUNCTION STATEMENTS**

*The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:*

1. Assume management responsibility for the provision of support to all CCCSAT Network affiliates and CCN customers throughout the CCC system including all CCCSAT receive sites, CCN customers, and other constituencies.
2. Manage and participate in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommend and administer policies and procedures.
3. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within departmental policy, appropriate service and staffing levels.
4. Plan, direct, coordinate and review the work plan for assigned technical and professional staff; assign work activities, projects and programs; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems.
5. Assist database and web site teams in the design of help desks, web sites and client services databases; establish and maintain on-line and telephone help desks to provide assistance for all inquiries.
6. Ensure timely intervention into service quality issues delivered by either letter, fax, or email; resolve complex problems and questions and serve as resource to team members; maintain familiarity with all open calls and the time period within which they must be resolved.
7. Answer and appropriately respond to queries and problems regarding equipment installation and new equipment add-ons at CCCSAT Network receive sites; assist in coordinating and developing new services.

**PALOMAR COMMUNITY COLLEGE DISTRICT**  
**Client Services Manager (CCCSAT) (Continued)**

8. Evaluate client services operations on the results of marketing strategies as they relate to customer service issues.
9. Develop and maintain relationships with CCCSAT Network technical staff to facilitate the installation of receive sites throughout the CCCSAT Network system.
10. Develop and implement strategies to track and communicate the success of quality improvement and training efforts.
11. Analyze data and provide quality and productivity reports to Project Director.
12. Select, train, motivate and evaluate technical and professional personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
13. Oversee and participate in the development and administration of the budget; participate in the forecast of funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; implement adjustments.
14. Serve as the liaison for client services activities with other divisions, departments and outside agencies; negotiate and resolve sensitive and controversial issues.
15. Serve as staff on a variety of boards, commissions and committees; prepare and present staff reports and other necessary correspondence.
16. Provide responsible staff assistance to the Project Director.
17. Conduct a variety of organizational and operational studies, and investigations; recommend modifications to broadcast programs, policies and procedures as appropriate.
18. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of client services related to television and cable broadcasting.
19. Perform related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

- Operational characteristics, services and activities of a customer service program.
- Principles and practices of the telecommunications field, especially satellite communication, television production, and e-Conferencing.
- Advanced principles and practices of customer service.
- Policies, procedures and protocol of the California Community College system.
- Principles and practices of program development and administration.
- Principles and practices of budget preparation and administration.
- Modern office procedures, methods and computer equipment including applicable software applications.
- Principles of supervision, training and performance evaluation.
- Pertinent Federal, State and local laws, codes and regulations.

**PALOMAR COMMUNITY COLLEGE DISTRICT**  
**Client Services Manager (CCCSAT) (Continued)**

**Ability to:**

- Oversee and participate in the management of a customer service program.
- Oversee, direct and coordinate the work of lower level staff.
- Select, supervise, train and evaluate staff.
- Comprehend and learn technical information.
- Respond to requests and inquiries from clients and customers in a timely and appropriate manner.
- Participate in the development and administration of goals, objectives and procedures.
- Effectively respond to stressful situations using sound judgment and decision making skills.
- Prepare and administer large program budgets.
- Prepare clear and concise administrative and financial reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Research, analyze and evaluate new service delivery methods and techniques.
- Interpret and apply Federal, State and local policies, laws and regulations.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

**EXPERIENCE AND EDUCATION/TRAINING GUIDELINES**

*Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Experience:**

Five years of increasingly responsible experience in customer service including two years of administrative and supervisory responsibility.

**Education/Training:**

Equivalent to a Bachelor's degree from an accredited college or university with major course work in business administration, marketing or a related field.

**WORKING CONDITIONS**

**Environmental Conditions:**

Office environment; occasional travel.

**Physical Conditions:**

Essential functions may require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time; visual acuity to read printed materials.