

PALOMAR COMMUNITY COLLEGE DISTRICT

CLIENT SERVICES ASSISTANT

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 provide first rate support to all CCCSAT Network affiliate customers and alliances, e-Conferencing clients and CCN customers ensuring they receive information, services and associated products in a relevant and timely fashion; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Client Services Manager.

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. Provide support to all CCCSAT Network affiliate customers and alliances, e-Conferencing clients and CCN customers in a friendly and expeditious manner.
2. Independently resolve customer complaints, queries or concerns that arrive by phone, e-mail, fax or letter; resolve complex problems and questions and serve as resource to team members.
3. Maintain familiarity with all open calls and the time period within which they must be resolved.
4. Provide technical support and information for complex telecommunications delivery systems for distance education and electronic meetings; answer and appropriately respond to queries and problems regarding equipment installation and new equipment add-ons.
5. Serve as the liaison between Client Services and its customers for viewing, purchase and licensing of video tapes for distance education.
6. Translate technical information into narrative format for use in regular staff reports, customer information materials and various web sites.
7. Input and retrieve data from help desk databases; assist Manager in producing reports as required; provide accurate and pertinent data to Manager for use in strategic planning.

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8. Work closely with Manager to provide liaison with e-Conferencing Project Coordinators, Project Manager, Marketing and the ETV Production Team; assist in the implementation of e-Conferencing trials and satellite teleconferences for various events and meetings.
9. Notify management of problem areas and other issues which require attention.
10. May supervise student and/or seasonal workers.
11. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Highly developed interpersonal and customer service skills.

Familiarity with and experience in using databases.

Modern office procedures, methods and computer equipment including applicable software applications.

Oral and written communication skills.

Ability to:

Respond to requests and inquiries from clients and customers in a timely and appropriate manner.

Provide technical support and information for complex telecommunications delivery systems.

Effectively respond to stressful situations using sound judgment and decision making skills.

Comprehend, learn and interpret technical information and communicate in both verbal and written format to technical and non-technical personnel.

Translate technical information into narrative format for use in regular staff reports.

Operate office equipment including computer terminal.

Serve as the liaison between Client Services and its customers.

Work effectively with management, faculty and staff.

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:

Two years of increasingly responsible customer service, technical support or help desk experience.

Education/Training:

Equivalent to an Associates degree from an accredited college or university with major course work in telecommunications, business administration or a related field.

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WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens; extensive customer contact.

Physical Conditions:

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