



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services
Phone: (701) 328-3290

Class Code(s): 0137

CUSTOMER SERVICE CENTER MANAGER

GRADE N

SCOPE OF WORK:

Work involves managing the people, process, and technology of a customer service center that provides a single point of contact for customers seeking technology-based assistance from state agencies. Customers include state and local government agencies, schools, state universities, businesses, and citizens. This position reports to the Director, Customer Services Division, in the Information Technology Department.

DUTIES PERFORMED:

- Manage assigned staff; develop and implement work standards; provide for staff development; assign work duties as appropriate.
- Develop, implement, and maintain customer service policies and procedures.
- Develop, implement, and maintain an incident management process for receiving, identifying, analyzing, and resolving or escalating all reported problems and service requests of customers and related training to staff in various agencies.
- Respond to problems requiring escalation to higher management levels to provide increased resources toward resolution; coordinate activity; and provide necessary documentation.
- Acquire and apply knowledge of customers' business needs and service support requirements to identify and implement solutions, programs, systems, and processes designed to enhance customer service.
- Manage the design, development, configuration, implementation, and utilization of products and services.
- Participate in strategic planning; establish and implement organizational performance measurements in the division; monitor and report performance.
- Collaborate with managers in establishing and implementing customer service measurements; analyze customer feedback, monitor and report performance, and drive improvements in service delivery.
- Coordinate service-related communications with customers through announcements, internet/intranet sites, and notification systems.
- Promote and market services and products.
- Manage all phases of projects from origination to deployment.

NOTE: The duties listed are not intended to be all inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree with a major in business or public administration, marketing, communications, computer science, computer information systems, or a closely related field and five years of work experience that provided an understanding of the use of technology to resolve business issues or achieve business objectives, customer relationship management, and business process engineering and reengineering, and knowledge of services and products in an information technology customer service environment. Work experience must have included management of staff, case or incident management, and public relations.

Eff. Date: 3/95

Rev: 3/08 – Changed title, scope, duties, class evaluation, and grade

Rev: 7/12 – Conversion to Hay System