JOBSUMMARY.

Responsible for managing and coordinating the provision of support for the CCC Confer electronic meeting function of the e-Conferencing grant, including overseeing product training and technical support for prospective and current partners, customers and alliances; and supervising and training staff.

DISTINGUISHING CHARACTERISTICS.

The Manager, Client Services is distinguished from the Client Services Technician by its overall responsibility for managing and coordinating the CCC Confer electronic meeting function of the e-Conferencing grant.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS. Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full supervisory activities, subject to management concurrence and in accordance with applicable College policies, which includes: selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending salary reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.

2. Manages the entire CCC Confer electronic meeting function, including scheduling, technical support, and training for customers, prospective customers, partners, and alliances throughout the California Community Colleges system.

3. Develops and implements goals, objectives, policies, and priorities to administer annual work plans; monitors and evaluates work plan activities for efficiency and effectiveness and recommends necessary changes and revisions as required.

4. Assists database, marketing, and web site teams in the design of help desks, web sites, and client services databases.

5. Manages and maintains oversight of on-line and telephone help desks to ensure timely intervention and resolution of complex problems and/or technical questions regarding the CCC Confer products.
6. Ensures timely intervention for service quality issues; resolves complex technical problems and questions and serves as a resource to team members; maintains familiarity with all open calls and the time period within which they must be resolved.

7. Negotiates and resolves service and product issues with clients, vendors, and internal departments.

8. Meets with vendors to discuss performance improvement expectations.

9. Collaborates with internal departments and vendors to ensure products and services of system-wide e-conferencing projects are working smoothly and properly.

10. Provides technical expertise and responds to questions, concerns and other issues related to assigned responsibilities.

11. Conducts a variety of organizational and operational studies and investigations; recommends modifications to existing programs, policies, and procedures as appropriate.

12. Composes, produces, and distributes various narrative and/or statistical reports, proposals, and memos related to CCC Confer operations and activities; prepares and maintains a variety of records related to operations and activities.

13. Oversees and participates in the development and administration of the budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments.

14. Serves as the liaison for client services activities with other divisions, departments and outside agencies; negotiates and resolves sensitive and controversial issues.

15. Conducts a variety of organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.

Marginal Functions:

1. Keeps abreast of new trends and innovations in the field of client services related to e-conferencing and collaborative technologies.

2. Serves as CCC Confer director in the absence of the Director, CCC Confer/3C Media Solutions.

3. Participates in/on a variety of committees, task forces, boards, meetings, and/or other related groups in order to receive and/or convey information.

4. Participates in shared governance through service on planning and/or operations committees and task forces.

5. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Knowledge of:

1. Managerial principles and practices.

2. Operational characteristics, services and activities of a customer service program.

3. Principles and practices of collaborative technologies, especially e-Conferencing.

4. Advanced principles and practices of customer service.

5. Product and service offerings of the CCC Confer project.

6. Project management principles and practices.
8. Service delivery standards and systems.
10. Vendor management techniques.
11. Database management principles and practices.
13. E-conferencing products and collaborative technologies.
14. Policies, procedures and protocol of the California Community Colleges system.
15. Program development and administration principles and practices.
16. Budgeting principles and practices.
17. Applicable Federal, State and local laws, codes and regulations.

**Skill in:**

1. Supervising, training and evaluating the work of others.
2. Utilizing a computer and related software applications.
3. Analyzing and troubleshooting difficult situations accurately and adopting an effective course of action.
4. Establishing and maintaining effective working relationships with those contacted in the course of work.
5. Interpreting complex data and information.
6. Reading, interpreting, applying, and explaining rules, regulations, policies, and procedures.
7. Communicating clearly and concisely, both orally and in writing.
8. Mediating difficult and/or hostile situations.
9. Effectively responding to all situations/incidents using sound judgment and decision-making skills.
10. Overseeing and participating in the management of a customer service program.
11. Comprehending and learning technical information.
12. Responding to requests and inquiries from clients and customers in a timely and appropriate manner.
13. Participating in the development and administration of goals, objectives, and procedures.
14. Preparing and administering large program budgets.
15. Preparing clear and concise administrative and financial reports.
17. Conducting research and making recommendations based on findings.
18. Managing technical projects.
19. Researching, analyzing, and evaluating new service delivery methods and techniques.
20. Preparing, implementing, and evaluating training programs and services for diverse user populations.
**Experience and Training Guidelines:**

Any combination of experience and 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 supervisory experience.

**Education/Training:**

Bachelor's degree in computer science or a related field.

**WORKING CONDITIONS**

**Environmental Conditions:**

Office environment; occasional travel.

**Physical Conditions:**

Essential and marginal functions require maintaining physical condition necessary for ambulating for extended periods of time and performing required duties; visual acuity to read printed materials.