

Class Code:..101311....
Position #:(PSA) ... (E)
Developed by:.....JP
Reviewed by:..RC JVW
Approved by:.....LK
Date:.....07/18

THE UNIVERSITY OF RHODE ISLAND

Position Description

TITLE: Assistant Director, Customer Service
DIVISION: Administration and Finance (Business Services)
REPORTS TO Director, Facilities Services, with performance reports to the AVP, Business Services
SUPERVISES Technical and support staff

GRADE: 13

BASIC FUNCTION:

Responsible for the overall management and operations of the Customer Service Center, enabling university internal customers to initiate and receive updates for the full range of services provided by departments within Business Services. Responsible for oversight and coordination of the computerized service requests/work order system, including initiation, communication, tracking, and reporting during all phases of the transaction's life cycle. Supervise and manage the Customer Service Center personnel. Support divisional and Business Services departmental efforts in the development and operation of an Integrated Customer Care program, working on behalf of the Office of the Assistant VP for Business Services, Director of Facilities Services, Director of Campus Planning & Real Estate Development, Director of Capital Projects, Director of Small Projects, Director of Property and Support Services, and the Risk Management Office that will serve the service request and execution needs of the entire University enterprise.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Responsible for developing, maintaining, and improving the integrity, accuracy, and completeness of the service requests/work order request system, collecting and monitoring performance data, and maintaining system efficiencies and effectiveness.

Responsible for ensuring that all service/work order requests are dispatched and responded to promptly and with the appropriate attention to priority, and that customers are provided with timely feedback regarding work order expectations and timelines for execution.

Direct and assist staff in validating priorities, establishing requirements, schedules and resources.

Act as liaison between the Services Center, customer, and Facilities Services, and other Business Services service providers. Establish and maintain a positive communication network within Facilities Services and between Facility Services and Business Services Departments and the originators of requests from the various departments and operations seeking services through Customer Service Center.

Assist with and troubleshoot and correct system issues and pursue and analyze customer feedback.

Develop, implement, and monitor processes, procedures, standards and protocols in order to facilitate the timely service/work order completion and customer satisfaction.

Develop and deliver regular performance reports and implement procedures to improve customer service based on report findings.

Manage the availability and operation of the Customer Services operating system, so as to minimize down-time to the absolute minimum and to provide/communicate alternative means of serving customers during such minimized periods of time.

OTHER DUTIES AND RESPONSIBILITIES:

Serve on various department, division, and university committees as requested.

Perform other duties as required.

LICENCES, TOOLS, AND EQUIPMENT:

Personal computers and printers; word processing, database, spreadsheet, and computerized maintenance and service management systems (CMMS). Valid driver's license.

QUALIFICATIONS:

REQUIRED: Bachelor's degree; Minimum of five years of progressively responsible experience in administration, management, or customer service systems; Demonstrated experience with a computerized maintenance management system (CMMS); Demonstrated working knowledge of building and safety code requirements; Demonstrated knowledge of building management and facility and maintenance operations; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; Demonstrated ability to Interpret Institutional policies, plans, objectives, rules and regulations, and to communicate the Interpretation to others; Demonstrated ability to prepare and present detailed studies and reports, including recommendations concerning the substance of the studies and reports; Demonstrated experience providing customer service; Demonstrated organizational and time management skills; Demonstrated ability to multi-task in a fast-paced environment; Demonstrated supervisory experience; Demonstrated computing experience (including database management, spreadsheet, word processing, web page and scheduling software, and programs utilizing PC and web-based platforms); and, Demonstrated ability to work with diverse groups/populations.

PREFERRED: Bachelor's degree in Facilities Management, Industrial Engineering, business information technology or related field; Demonstrated experience in a Business and Facilities Services organization; and, Minimum of three years of experience in an institution of higher education or large public agency and or private enterprise with comparable scales of responsibility.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONBLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.