

BERKS COUNTY INTERMEDIATE UNIT

POSITION TITLE: Customer Experience Specialist – The Pennsylvania Key

QUALIFICATIONS:

- A. Associate's degree preferred with one (1) year of experience in customer service/technical support.
- B. Bilingual/Spanish speaking preferred.
- C. Ability to provide exemplary customer support.
- D. Strong organization and time management skills.
- E. An ability to assess each customer's IT knowledge level.
- F. Ability to deal with difficult callers.
- G. Good analytical and problem-solving skills.
- H. Up-to-date technical knowledge.
- I. An in depth understanding of the software and equipment. Experience with Learning Management Systems a plus.
- J. Good interpersonal and customer care skills.
- K. Accurate record keeping.
- L. Attention to details, initiative, resourcefulness, poise, tact, sound judgment.
- M. Excellent oral and written communication skills.
- N. The holder of this position could be required as part of his or her duties to engage in activities that can be charged to a Medical Assistance (MA) or other state or federal healthcare program. Clearance as a provider by both the Commonwealth of Pennsylvania and the federal government is therefore an essential qualification for this position.

REPORTS TO:

Registry Manager

POSITION GOAL:

To assist with Customer support department in the PA Professional Development/Workforce Registry based on established policies and procedures. In addition to working with the Registry Manager, the associate will work closely with the Professional Development Manager and Director of Programs.

PERFORMANCE RESPONSIBILITIES:

The essential functions of this position include, but are not limited to, the following fundamental duties:

- A. Respond to calls and email ticketing system in a timely fashion.
- B. Log the queries of customers and assign tickets to other support staff.
- C. Analyze call logs in order to discover any underlying issues or trends.
- D. Diagnose and solve hardware or software faults.
- E. Test and evaluate new technology/system functionalities.
- F. Provide statistical information and reports for the Registry.
- G. Supporting the Registry team in to ensuring optimal customer satisfaction.
- H. Participate in Registry Staff meetings.
- I. All other duties as assigned by supervisor.

TERM OF EMPLOYMENT:

Non-Exempt, Full Time, Twelve months/year. Salary to be established by the Intermediate Unit Board of Directors per the Compensation Plan for PA Key, Classification – Administrative Specialist.

EVALUATION:

Performance in this position will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

The position holder must be able to perform the essential job functions with or without reasonable accommodation. It is the responsibility of the employee to inform the BCIU Director of Human Resources of any and all reasonable accommodations that will be required.

BCIU is an equal opportunity employment, educational, and service organization.

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| Print Name | |
| Employee Signature | Date: |

Revised: 9/21/2021

CC: Employee File