

PINELLAS COUNTY SCHOOL DISTRICT, FLORIDA

PCSB: 6423
Pay Grade: E03

FLSA: Exempt
PTS

CUSTOMER SERVICE ANALYST
REPORTS TO: Director, Transportation
SUPERVISES: Not Applicable
QUALIFICATIONS: Bachelor's degree from an accredited college or university with course work in a related field. Three (3) years related professional experience in customer problem resolution. Two (2) years of verified student transportation experience may be substituted for each year of the education requirement listed above. Completion of Florida DOE School Bus Operator curriculum within one (1) year of employment. Demonstrates knowledge of current computing technologies and software applications appropriate to the position's responsibilities. Possess and maintain a valid Florida class "B" commercial driver's license with passenger and school bus endorsements.
MAJOR FUNCTION
Provides customer service between all customers and the Transportation Department. Resolves customer complaints that have not been solved by initial review department. Establishes rapport with parents, schools, employees, and other customers served by the Transportation Department. Ensures that all customers receive the best service possible, continually improving the customer service provided by the department. Exercises discretion and independent judgment.
ESSENTIAL RESPONSIBILITIES
<ul style="list-style-type: none"> • Applies knowledge of all state and local board policies, procedures and rules in making decisions, and solving school-based, community, and customer problems in a timely manner and provides direction to transportation staff on such matters. • Works with diverse groups in a professional and courteous manner and communicates effectively both orally and in writing. • Maintains records of all complaints, comments, and requests for analysis purposes. • Tracks trends and impact of customer needs, expectations, and recurring problems. • Analyzes, develops, and updates customer service processes, prepares flowcharts, and makes recommendations for change. • Analyzes and recommends appropriate revision, additions, or corrective action to policies pertinent to the administration of the student transportation program. • Participates in cross-functional committees on transportation issues. • Implements inservice and on-the-job training for all appropriate personnel. • Participates in parent/school/special event conferences. • Resolves operational problems with school/department/other agencies. • Processes, investigates, and resolves customer complaints, and concerns. • Gathers facts and analyzes situations relevant to complaints and concerns. • Makes decisions on resolution of problems. • Develops and revises guidelines or procedures that address major problems or policies. • Performs other related duties as required.
TERMS OF EMPLOYMENT
<i>Salary and benefits shall be paid consistent with the district's approved compensation plan. Length of the work year and hours of employment shall be established by the District.</i>
<i>Performance of the job will be evaluated in accordance with provisions of the School Board's policy on evaluation of personnel.</i>

COORDINATOR, CUSTOMER SERVICE ANALYST

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities and duties required of those in this classification.

HISTORY OF JOB CLASSIFICATION

ISSUED: 1/05 AK, BOARD APPROVED: 2/22/05; 7/08 REVISED PQ's RAS, BOARD APPROVED: 10/29/08;
REVISED FORMAT, TITLE, MQ PG, 05/16/17 CH; BOARD APPROVED: 10/24/17

COORDINATOR, CUSTOMER SERVICE ANALYST

WORKING CONDITIONS & PHYSICAL EFFORT:	Seldom Or Never	Monthly	Weekly	Daily	Hourly
1. Lift objects weighing up to 20 pounds	X				
2. Lift objects weighing 21 to 50 pounds	X				
3. Lift objects weighing 51 to 100 pounds	X				
4. Lift objects weighing more than 100 pounds	X				
5. Carry objects weighing up to 20 pounds	X				
6. Carry objects weighing 21 to 50 pounds	X				
7. Carry objects weighing 51 to 100 pounds	X				
8. Carry objects weighing 100 pounds or more	X				
9. Standing up to one hour at a time				X	
10. Standing up to two hours at a time				X	
11. Standing for more than two hours at a time	X				
12. Stooping and bending		X			
13. Ability to reach and grasp objects					X
14. Manual dexterity or fine motor skills					X
15. Color vision, the ability to identify and distinguish colors				X	
16. Ability to communicate orally					X
17. Ability to hear					X
18. Pushing or pulling carts or other such objects		X			
19. Proofreading and checking documents for accuracy					X
20. Using a computer to enter and transform words or data					X
21. Using various technology tools					X
22. Working in a normal office environment with few physical discomforts					X
23. Working in an area that is somewhat uncomfortable due to drafts, noise, temperature variation, or other conditions	X				
24. Working in an area that is very uncomfortable due to extreme temperature, noise levels, or other conditions	X				
25. Working with equipment or performing procedures where carelessness would probably result in minor cuts, bruises or muscle pulls	X				
26. Operating automobile, vehicle, or van	X				
27. Other physical, mental or visual ability required by the job	X				

Coordinator, Customer Service Analyst - PTS