

CLIENT SERVICES MANAGER

Definition

Plans, organizes, supervises, and evaluates the services, programs, activities, and personnel of a client services unit; serves as a visionary to identify opportunities to improve the department's services to internal and external clients to include analyzing the department's business processes; and performs related duties as required or assigned.

Typical Tasks (illustrative only)

Serves as a consultant to the assistant superintendent of the assigned department; assists with planning short- and long-term objectives for the department and sets performance standards to meet objectives; continually analyzes departmental business processes and client satisfaction levels; partners with departmental staff to develop, implement, analyze, assess and evaluate internal and external client services; anticipates problematic issues and offers solutions; proposes organizational, policy, or business process changes to improve client services; manages sensitive and confidential information and documents; manages resources and related budget; resolves client services issues; researches and implements industry best practices; provides client services training and coaching; evaluates performance of client services team and/or individual employees; and serves as a client services representative when necessary.

Supervision Received/Given

Receives general direction from an assistant superintendent. Oversees the recruitment selection assignment, supervision, and evaluation of personnel assigned to section. Provides guidance and assistance to full-, part-time, and/or hourly employees internal and external to the department to meet client service requirements.

Educational/Experience/Skills

Any combination of education and experience equal to a bachelor's degree in education, business, human resources, or a related field (master's degree preferred), plus seven years of progressively more responsible experience in customer service or human resources administration in a public school system or private or public sector organization with similar requirements, two years of which shall have been in a supervisory or leadership capacity. Extensive business consulting experience highly desirable. Can demonstrate knowledge of theory, principles, and practices of client services management; excellent human relations, communications, and management skills; ability to assess, evaluate, and recommend program modifications and supervise personnel; and ability to communicate effectively, both orally and in writing.



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