

SNOHOMISH COUNTY JOB DESCRIPTION

CLIENT SUPPORT SERVICES COORDINATOR- DIS

Spec No. 6031

BASIC FUNCTION

To assist in coordinating the effective use of staff resources through detailed planning, implementing and evaluating of client service functions including project administration, database maintenance, client communications, inventory control, associated administrative reporting and support, call logging, staff dispatching, response tracking, and problem escalation.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Assists in analyzing, defining, recommending and maintaining computerized and manual management systems for enterprise project and work order management systems, directories, inventories and associated listings.
2. Plans, coordinates and schedules with other department coordinators, vendors and division staff to support complex technology inventories, and associated move, add and change projects.
3. Assists clients with questions, service requests, resources and routine maintenance calls by logging, tracking and reaching appropriate staff or vendor resources.
4. Enters data on county records, sets up and maintains files and filing systems, retrieves information, proofs and corrects work entered; purges files of obsolete or incorrect information.
5. Creates, edits, and maintains routine lists, logs, purchasing documents, financial reports, inventories, and activity records associated with routine administrative and project related activities.
6. Provides concise and accurate reports to management regarding technology programs.
7. Recognizes and identifies potential areas where existing policies and procedures require change, or where new ones need to be developed.
8. Develops and maintains service level agreements with County departments.
9. Prepares and submits requisitions and field orders for approval; submits orders to vendors and obtains approvals after receipt for submission to accounts payable.
10. Provides monitoring and customer service feedback to staff members, coordinators and managers to help insure high quality service and support.
11. Reviews, analyzes, plans and coordinates enterprise-wide solution selection and placement.

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STATEMENT OF ESSENTIAL JOB DUTIES (Continued)

12. Information gathering, analysis and development of RFQ, RFI, RFP, and bid documents for technology programs.
13. Assists in facilitating and coordinating large network and systems projects.
14. Performs and helps coordinate the duties of departmental technology related staff resources and conduct periodic meetings to convey technical standards, changes, and procedural adjustments.
15. Plans for and administers initial and on-going registration and tracking of networked and stand-alone software and production equipment; maintains software and hardware databases.
16. Plans, recommends and procures software, hardware maintenance contracts, and support contracts as needed.
17. Participates with vendors in the assessment of selected technology.
18. Management of technology inventories and other programs as assigned, including purchasing, billing, auditing, reporting, records management, surplus management, delivery, storage and inventory.
19. Performs the duties of the related staff or supervisor in his/her absence.

MINIMUM QUALIFICATIONS

Four (4) years of increasingly responsible experience in administrative support or office coordination for a service organization, two (2) years of which has been in an information services, office equipment, telecommunications, or data processing environment similar to Snohomish County's current environment during the last four (4) years; OR, any equivalent combination of education and experience which provides the necessary knowledge and ability to perform the work. Experience analyzing and planning for enterprise-wide programs preferred. Must pass job related tests.

SPECIAL REQUIREMENTS

A valid Washington State Driver's License is required for employment. Candidates for employment must successfully pass a criminal background investigation, which includes fingerprinting.

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KNOWLEDGE AND ABILITIES

Knowledge of:

- personal computers, office equipment and their general business use
- voice mail administration; telecommunication systems, copier technology, wireless technology voice mail, automated attendant systems, communication terminology and basic cable plant terminology
- current County standard hardware and software terminology
- general word processing, spreadsheets, and databases
- basic computer service and support requirements
- basic field service administration and coordination
- basic mathematical calculations and analytical techniques
- record keeping associated with client service organizations and project administration
- filing systems and techniques for rapid retrieval
- governmental budgeting practices and principles
- proper English, spelling, grammar, punctuation and word usage
- specialized accounting principles and practices required by assigned subsystem
- standard office practices and procedures

Ability to:

- understand and execute oral and written instructions
- reason and think logically and independently
- answer and respond to telephone calls in a clear and concise manner
- interpret callers requirements and direct or coordinate response
- write general communications and procedures in a clear and concise manner
- analyze, plan and implement enterprise-wide technology programs
- write complex technical specifications for procurement documents
- establish and maintain effective work relationships with clients, superiors, peers, subordinates, and the general public
- develop and maintain schedules for efficient work flow
- perform detail work accurately and in a timely manner
- operate computer and peripheral equipment and office equipment including personal computer, 10 key calculator, printers, etc.
- maintain required records, files, procedures and prepare necessary reports
- exercise initiative and judgement and make decisions within the scope of assigned authority
- exercise good judgment as to when to act independently and when to refer situation to higher authority
- manage multiple tasks/activities while meeting specific deadlines
- make arithmetic calculations
- clearly explain policies, procedures and schedules

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KNOWLEDGE AND ABILITIES (Continued)

- utilize reference materials effectively (charts, manuals, etc.); read, understand and apply technical manuals and procedures
- analyze and resolve operational problems and help others to do so

SUPERVISION

Employee reports to an administrative superior as assigned. The employee plans and carries out successive steps and resolves problems in accordance with instructions, policies and accepted practices. The work is reviewed through periodic meetings and status reports and by the evaluation of results obtained.

WORKING CONDITIONS

The work is generally performed in a normal office environment. The work will require substantial use of the telephone and personal computer. Work may require focusing on a computer screen for more than two hours at a time; precise control of fingers and hand movement; periodic exposure to high noise levels; weekly standing for periods of more than 30 minutes at a time; weekly dealing with distraught or difficult individuals; occasionally lifting objects from 20-50 pounds; occasionally operating a motor vehicle; occasionally crouching, crawling, bending or kneeling. Employees are on-call during off duty hours and are required to work evenings, weekends and holidays as necessary.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: June 1993 731773

Title Changed: August 1995 from Client Support Services Coordinator

Revised: November 2000, March 2004

EEO Category: 6 – Administrative Support

Pay Grade: 311 – Clerical Pay Plan

Workers Comp: 5306 Non-Hazardous