

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Manager, Customer Experience

Unit: Management

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Job Code: C3457
Original Date: 07/2023
Last Revision: 07/2023
Staff Type: Classified
FLSA status: Exempt
Salary Range: 3

DEFINITION

Under the general direction of the Director, Information Technology or assigned manager, the Manager, Customer Experience manages, supervises, and oversees the management of the District's customer and desktop services. Key administrative duties include leading the development and execution of the service strategy and multi-year roadmaps for desktop engineering, service desk, Peoplesoft ERP customer controls, IT Service Management (ITSM) practices, and desktop field services. The manager will also be responsible for defining and achieving service-level agreements and key operating targets, developing and implementing customer-focused service strategies, and providing functional support to the four teams consisting of: service desk, desktop engineering, ITSM, and desktop field services.

EXAMPLES OF DUTIES

1. Develop, implement, manage and administer policies and procedures pertaining to the District's customer and desktop services; ensuring customer experience strategies are in alignment with the District's mission, vision, and values with equitable outcomes for stakeholders.
2. Collect and analyze a variety of complex data and information. Perform analysis on customer experience feedback and data to identify trends and insights, recommending improvements to enhance the overall experience of District managers, supervisors, faculty, classified professionals, students and other stakeholders.
3. Collaborate and serve as the liaison with various departments and teams districtwide to develop customer-centric initiatives, ensuring seamless coordination across all touchpoints, including PeopleSoft and Service Desk support; implement and manage customer feedback system, ensuring all concerns and suggestions are addressed in a timely and effective manner.
4. Develop, implement, and analyze key performance indicators (KPIs) to measure the success of customer experience initiatives and make data-driven decisions.
5. Implement, monitor and assess the effectiveness of implemented strategies, adjust as needed to continually improve the customer experience districtwide.
6. Train, supervise, and evaluate the work performance of assigned staff building a culture of exceptional customer experience throughout the organization; provide technical direction and guidance, recommend personnel actions including assigning job duties and work schedules, providing feedback on performance and conducting performance evaluations, accessing training and professional development needs for assigned staff, participate in hiring and onboarding new staff, and participate in corrective and disciplinary processes with assigned staff.
7. Stay current with industry trends and best practices, integrating new technologies and approaches to enhance the District's customer experience.
8. Establish and maintain positive working relationship for customers, internal and external stakeholders; act as an advocate ensuring their needs and expectations are met and exceeded; serve as the liaison between the organization, District, and the community.
9. Demonstrate cultural humility, sensitivity, and equity-minded leadership in working with individuals from diverse communities; model inclusive behaviors; and achieve equity in outcomes.

10. Contribute positively to a culture of diversity, equity, and inclusion; take action to promote staff diversity; and create an inclusive environment in the IT Services department
11. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Applicable federal and state laws, regulations, and programs.
- Applicable IT systems within assigned areas of responsibility.
- District organization, operations, mission, strategic objectives, policies, procedures, and rules.
- Effective communication methods, techniques, and modes with diverse stakeholders.
- Effective, efficient, and equitable professional and service-oriented office operations, procedures, and practices.
- Effective project management principles and practices.

Skills and Abilities:

- Define issues, analyze problems, evaluate options, develop sound conclusions, and make appropriate recommendations in accordance with applicable laws, regulations, policies, procedures, and rules.
- Demonstrated experience in addressing customer service information technology needs.
- Demonstrated experience in developing and implementing effective technology deployment plans and manage implementation.
- Direct management experience of significant information technology operations and service development.
- Establish and maintain effective working and professional relationships with individuals from diverse communities.
- Excellent communication, interpersonal, and leadership skills including the ability to present to executive leaders and large, diverse audiences.
- Exceptional interpersonal skills and the ability to build inter-organizational and intra-organizational relationships across complex organizational boundaries to support the IT needs of the education community.
- Experience leading large change management projects and the ability to obtain buy-in and active participation from stakeholders across the organization.
- Experience with customer relationship management (CRM) systems and customer feedback platforms.
- Experience with enterprise resource planning (ERP) systems, such as Peoplesoft, Workday, Anthology or Ellucian.
- Experience with leadership and management skills, including abilities in persuasion, negotiation, and mentoring.
- Evidence of the ability to establish priorities and achieve results in a multi-purpose, multi-unit, multi-site system through shared governance and a service-oriented approach.
- Evidence of leadership skills with a broad vision of the future of the organization, assertiveness, and diplomacy in the presentation of ideas and initiatives, and sensitivity to the values and expectations of all constituents.
- Evidence of a management style that inspires a culture of achieving excellence through teamwork, trust, collaboration, diversity, and accountability.
- Familiarity with higher education policies, procedures, and regulations is a plus.
- High emotional quotient (EQ) to lead people and continuously evolve and improve the relationship, services, and culture between central IT and varied business stakeholders.
- Hire, onboard, train, evaluate, supervise, develop, and discipline assigned staff.
- Learn from errors, determine appropriate corrective action, and prevent repeat occurrences.
- Maintain accurate records and produce detailed, thorough, and accurate statistical analyses and reports.
- Provide training, professional development, and professional growth to assigned staff.

Proven track record of developing and implementing successful customer experience strategies. Strong analytical and problem-solving abilities, with a data-driven approach to decision-making.

Training and Experience:

Any combination of training and experience equivalent to: a Bachelor's degree in Business Administration, Marketing, Communications, or a related field; a graduate degree is preferred. Minimum of five years of experience involving customer experience management, customer services, PeopleSoft support or a related field, preferably in an educational institution.

Demonstrated cultural competency, sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, disability, gender, and ethnic backgrounds of community college students and staff.

License:

Valid California driver's license.

WORKING CONDITIONS

Physical Requirements:

Category III

Environment:

Favorable, usually involves an office. Requires some travel between District sites, conferences, and hearings.