



# Customer Care Coordinator

---

**Working Title:** Customer Care Coordinator

**Job Family:** Administrative Management & Services

**Pay Grade:** 14

---

## Organizational Overview

---

The University of Central Florida's (UCF's) Administrative Service Center (ASC) primarily provides customer service to the Finance Business Centers (FBCs) and the Human Resources Business Centers (HRBCs) employees, assisting with various tasks as needed. The ASC also provides administrative support services to staff across all colleges and divisions of the University. The ASC is designed to reduce the administrative burden on individual colleges, consolidate transaction-based functions, create economies of scale, and improve backroom process efficiency so the colleges can better focus resources on their mission.

The purpose of the ASC is to ensure that the services provided meet or exceed expected performance levels and satisfy the needs of the faculty/staff/students (colleges/divisions).

## Position Summary

---

The Customer Care Coordinator is responsible for supporting employees at the institution with questions, processes, and information to help them across a variety of subjects, including human resources, benefits, pay, travel, procurement, finance and how to use Workday. They will have a broad knowledge base to help support the 80% of inquires that can be easily answered and appropriately escalating more complex requests or processes to the appropriate specialists and offices for resolution. This is a front facing customer role that will help find and provide solutions to help keep our faculty, staff, and students focused on the mission of education. In addition to providing first level resolution to employee requests and process support, the Customer Care Coordinator will work on continuous improvement projects, maintaining accurate websites and knowledgebases, and finding unique solutions to customer needs.

## Example of Duties

---

- Answer employee-based questions and requests, routing and escalating requests to appropriate providers when necessary.

- Identify and assess customers' needs and provide tools and support necessary to resolve customer's concerns.
- Provide Workday self-service guidance.
- Provide guidance on policy and procedure questions.
- Build sustainable relationships and trust with customers through open and interactive communication.
- Provide transaction progress updates and track service level metrics.
- Identify the need for improvements and develop potential solutions to increase customer satisfaction and efficiency.

## Qualifications

---

**Minimum Qualifications:** High School Diploma or equivalent.

**Relevant Experience:**

- This is an entry level position that will be provided with training.

**Preferred Qualifications:** Previous customer service experience.

**Competencies:**

- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of administrative and office procedures and technology systems and workplace terminology.
- Ability to give your full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Desire to genuinely help people and provide solutions.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to use computers and computer systems (including hardware and software) to support, configure, run reports, enter data, or process information.
- Ability to work with anyone at any level across the institution and maintain a professional, helpful, pleasant interaction.

## Physical Environment

Standard office environment with no unique physical demands.

## Physical/Cognitive Requirements

- Employee must be able to sit or stand for prolonged periods of time.

- This role routinely uses standard office equipment.
- Written communication; verbal communication; logic; fast pace; multiple priorities; sitting in normal position; analyzing; reasoning; reading.

### **Responsibility for Confidential Data**

Exposed to highly sensitive and confidential information and situations. Must be able to handle with objectivity, candor, and confidence.