

CLASS TITLE: BUSINESS SYSTEMS LIAISON

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for implementation of new business processes relating to the Customer Relationship Management system and other City departments.

ESSENTIAL TASKS:

- Participates and leads planning sessions with internal customers to implement process improvement
- Assist in assessing needs and utilizes a structured requirement process
- Gather information to write knowledge articles
- Review processes in other areas to write script flows and service orders
- Develops tests and validates results
- Reports project status to various areas within the City
- Researches, defines, and coordinates implementation process
- Trains users and management on new system
- Conducts technical training to meet needs of multiple departmental sections
- Works with users on specific projects and develops or selects/recommends appropriate applications software
- Directs or performs system goal performance reviews to ensure proper functioning
- Develops policy and procedures for system and user operation to maintain operational compliance
- Researches, plans, and implements procedures to maximize productivity of applications/systems
- Instructs and oversees Customer Account Representatives during probationary period
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with an bachelor's degree in computer science, communication, business, education or social services and three (3) years of experience in computer and systems' training, documentation and administration; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of the function and operation of a call center; considerable understanding of methods, techniques and technical terminology used in systems analysis and design; considerable knowledge of the modern principles and practices of employee development and training methods; considerable understanding of the operation and use of data processing/communications and related equipment. Ability to design, develop, conduct and facilitate training workshops; ability to gather, assimilate and analyze information; ability to perform research and statistical analysis on training programs effectiveness; ability to work independently, investigate, comprehend and analyze system's technical processes/procedures; ability to analyze complex concepts/ideas and present clearly and concisely verbally and in writing; ability to work with all levels of personnel in diverse job functions; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional carrying up to 5 pounds; may be subject to sitting for extended periods of time, walking, standing, sitting, reaching, bending, kneeling, handling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operators License.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

Class Code: 2539

EEO Code: E-02

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Pay Code: AT-36

Group: Clerical and Administrative
Series: Data Processing and Information

Effective Date: April 13, 2015