

# BICSI JOB DESCRIPTION

**Job Title:** Customer Experience Coordinator (Bilingual Preferred)  
**Department:** Customer Experience  
**FLSA Status:** Non-Exempt  
**Reports to:** Director, Customer Experience  
**Approved:** Dr. Reinaldo Llano  
**Date:** 3/17/2023

**Office Use Only**

**Grade: 10**  
**Job Code: 4**  
**EEO Code: 50**

## OUR MISSION

BICSI is a global professional association supporting the advancement of the information and communication technology (ICT) profession. BICSI's core values are integrity, service and excellence and our vision is to be the preeminent resource for the connected world with focused values in leadership, excellence, innovation, integrity & inclusion.

## SUMMARY

The BICSI Customer Experience Coordinator provides comprehensive, high-quality customer care to BICSI members, credential holders and ICT professionals via telephone, email and face-to-face. Serves as a one-stop resource by maintaining expert knowledge of all BICSI products and services. Advises customers by promoting and cross promoting all BICSI products and services, to include but not limited to, membership, credentials, conferences, publications, and classes. Process orders, prepare correspondences, and fulfill customer needs to ensure an outstanding customer experience.

## SUPERVISORY ROLE

Supervises no employee(s).

## DUTIES/RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The responsibilities listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

- Develop a deep knowledge on all BICSI products and services to serve as a resource specialist for customers.
- Answer inbound phone calls to BICSI and serve as a one-stop resource for customer questions by working with all BICSI departments.
- Partner with our customers to resolve issues effectively and accurately through phone (primary channel), email, written communications, and online.
- Compose thoughtful, personalized responses to a variety of customer requests.
- Triage incoming requests and spot trends in customer issues to flag for the rest of the team.
- Contribute to BICSI's sustainability by effectively managing all customer accounts, by acquiring new customers and retaining existing customers.
- Maintain customer database and maintain integrity of customer data, including organization of customer information and invoicing.

***BICSI is an Equal Opportunity Employer  
Equal Opportunity Employer Veterans/Disabled  
EEO IS THE LAW***

## BICSI JOB DESCRIPTION

**Job Title:** Customer Experience Coordinator (Bilingual Preferred)  
**Department:** Customer Experience  
**FLSA Status:** Non-Exempt  
**Reports to:** Director, Customer Experience  
**Approved:** Dr. Reinaldo Llano  
**Date:** 3/17/2023

### Office Use Only

**Grade: 10**  
**Job Code: 4**  
**EEO Code: 50**

- Perform data entry of meeting and conference registrations, class and exam registrations, and orders for publications.
- Show composure, resilience, and flexibility as customer needs evolve and call volume changes.
- Contribute to the ongoing learning and success of the team by contributing to the creation of documentation.
- Maintain accurate customer transaction records.
- Up-sell, cross-sell, and cross promote products and services as appropriate.
- Process customer orders timely and accurately.
- Provide support to BICSI departments as assigned.

Performs other duties as assigned such as, but not limited to:

- Providing front desk coverage, welcoming visitors and/or managing Visitor & iPad guest registration alerts and assign and track security badges.
- Handling all BICSI mail related duties including, operating Pitney Bowes mail machine, processing personal postage; ordering supplies; log checks, and helping maintain petty cash accounts.

### REQUIRED SKILLS/ABILITIES

#### Language Skills:

The individual must be fluent in English (reading, writing, and speaking). Fluency in Spanish (reading, writing, and speaking) is highly desirable.

#### Computer Skills:

To perform this job successfully, and individual should possess an above average working knowledge of Word, Excel, Outlook, PowerPoint, and the Internet. Experience with a Customer Database system is desired, but not required.

- Have remarkable communication skills, empathy, quick thinking, and strong persuasion skills
- Adapts quickly to changing priorities and customer/organization needs
- Excellent interpersonal and conflict resolution skills
- Excellent organizational skills and attention to detail
- Strong analytical and problem-solving skills
- Strong supervisory and leadership skills

### Ability to work under pressureTRAVEL

0-3% may volunteer to work one conference per year. Must be able to obtain a US Passport.

***BICSI is an Equal Opportunity Employer  
Equal Opportunity Employer Veterans/Disabled  
EEO IS THE LAW***

# BICSI JOB DESCRIPTION

**Job Title:** Customer Experience Coordinator (Bilingual Preferred)  
**Department:** Customer Experience  
**FLSA Status:** Non-Exempt  
**Reports to:** Director, Customer Experience  
**Approved:** Dr. Reinaldo Llano  
**Date:** 3/17/2023

**Office Use Only**

**Grade: 10**  
**Job Code: 4**  
**EEO Code: 50**

## EDUCATION AND EXPERIENCE

- High School Diploma required, or four years related experience and/or training; or equivalent combination of education and experience.
- Previous association or non-profit environment preferred.
- Bilingual preferred.
- Proficient with Microsoft Office 365 suite or related software.

## PHYSICAL REQUIREMENTS

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

The regular work schedule is 40.0 hours per week (Monday-Friday; daytime) and may require additional hours/overtime, as necessary. Must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus and ability to match or detect differences between colors, including shades of color and brightness. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use fingers and hands or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The work environment is as follows: professional office environment; the noise level in the work environment is usually moderate.

## COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

**Analytical** – Collects and researches data; Uses intuition and experience to compliment data; Designs workflows and procedures.

**Problem Solving** – Identifies and resolves challenges in a timely manner; Develops alternative solutions; Works well in problem solving situations; Uses reason even when dealing with emotional topics.

**Project Management** – Potential to coordinate projects; Communicate changes and progress and manage project team activities; Complete projects on time within.

***BICSI is an Equal Opportunity Employer  
Equal Opportunity Employer Veterans/Disabled  
EEO IS THE LAW***

## BICSI JOB DESCRIPTION

**Job Title:** Customer Experience Coordinator (Bilingual Preferred)  
**Department:** Customer Experience  
**FLSA Status:** Non-Exempt  
**Reports to:** Director, Customer Experience  
**Approved:** Dr. Reinaldo Llano  
**Date:** 3/17/2023

**Office Use Only**

**Grade: 10**  
**Job Code: 4**  
**EEO Code: 50**

**Customer Service** – Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Interpersonal** – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to other ideas and tries new things.

**Oral Communication** – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

**Teamwork** – Balances individual responsibilities; Exhibits objectivity and openness to others' views; gives and welcomes feedback; Contributes to building a positive team spirit.

**Change Management** – Builds commitment and overcomes resistance; Supports those affected by change with a positive attitude.

**Leadership** – Exhibits confidence in self and others; Inspires respect and trust; Accepts feedback from others; Displays passion and optimism.

**Quality Management** – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

**Cost Consciousness** – Works within budget; Conserves organizational resources.

**Organizational Support** – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

**Adaptability** – Adapts to changes in the work environment; Manages priorities and competing demands; Able to deal with frequent change, delays, or unexpected events.

**Attendance/Punctuality** – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Dependability** – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.

**Initiative** – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; looks for and takes advantage of opportunities; Asks for and offers help when needed.

***BICSI is an Equal Opportunity Employer  
Equal Opportunity Employer Veterans/Disabled  
EEO IS THE LAW***

## BICSI JOB DESCRIPTION

**Job Title:** Customer Experience Coordinator (Bilingual Preferred)  
**Department:** Customer Experience  
**FLSA Status:** Non-Exempt  
**Reports to:** Director, Customer Experience  
**Approved:** Dr. Reinaldo Llano  
**Date:** 3/17/2023

**Office Use Only**

**Grade: 10**  
**Job Code: 4**  
**EEO Code: 50**

**Innovation** – Meets challenges with resourcefulness; Generates suggestions for improving work; Presents ideas and information in a manner that gets others’ attention.

**Judgment** – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Motivation** – Sets and achieves challenging goals; Demonstrates persistence; Measures self against standard of excellence.

**Planning/Organizing** – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources when necessary; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

**Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration; Performs with integrity.

**Quality** – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Quantity** – Meets or exceeds productivity standards; Completes work in timely manner; Strives to increase productivity.

### GENERAL SIGN-OFF

I understand that this job description describes the general nature and level of the work performed, and that it is not an exhaustive list of all duties and responsibilities. Furthermore, I understand that BICSI reserves the exclusive right to amend and change my job responsibilities in order to meet business and organizational needs, as necessary.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

***BICSI is an Equal Opportunity Employer  
Equal Opportunity Employer Veterans/Disabled  
EEO IS THE LAW***