



## Job Description for CUSTOMER SUPPORT AND SYSTEMS MANAGER

**Job Title:** CUSTOMER SUPPORT AND SYSTEMS MANAGER  
**Reports to:** VICE PRESIDENT OF MEMBERSHIP  
**Job-Type:** FULL TIME, EXEMPT EMPLOYEE  
**Location:** 3801 S. Capital of Texas Highway Austin, Texas 78704  
**Hours:** TYPICALLY, MONDAY-FRIDAY, 9AM TO 5PM

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### A. Job Summary

The Customer Support and Systems Manager is responsible for assisting with and facilitating one-time and ongoing projects. This position will play a critical role in managing the day-to-day effectiveness of the Association by ensuring association member needs are being met. The role will also maintain data integrity and manage/troubleshoot the various platforms and systems integral to the Association's efficiency and provide excellent customer service to association members.

### B. Supervisory

Position Reports to: VP of Member Services

Positions Supervised: None

### C. Essential Job Functions

#### TPCSA Daily Operations

- Staff the TPCSA front desk from 9 AM – 5 PM daily to answer the phone, receive deliveries, welcome guests and respond to administrative emails.
- Manage inventory and procurement of general office supplies.
- Support operations for internal and external-facing meetings (technology assistance, technical support for zoom meetings, presentations, phone systems, etc.)

#### TPCSA Conference

- Coordinate logistics and support the Special Events Coordinator, Director of Continuing Education and the VP of Member Services in planning and executing the TPCSA Annual Conference which includes but is not limited to: procuring relevant session and conference event supplies, set up and break down of conference events, and provide general support for logistical changes to support conference execution.
- Provide data entry support for the systems utilized for conference, such as Cadmium (proposal and session procurement tool), Guidebook (mobile app), and StreamPoint Solutions (registration and payment processing).
- Update and maintain the Mobile App and manage those systems related to the Annual Conference listed above.

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- Coordinate speaker time, location, and track information and maintain communication prior, during, and after the event with all speakers.
- Coordinate scheduling changes in breakout sessions and subsequently update system, website and information as a result of those changes.
- Maintain conference website via Wordpress as conference information is updated and confirmed.
- Monitor Google Analytics data for remarketing purposes.
- Assist with registration and troubleshoot registration issues via Streampoint and the contracted helpdesk.
- Reconcile final billing to facilitate payment on outstanding conference invoices.

### **TPCSA Events**

- Coordinate logistics and support the Events Coordinator and VP of Member Services in planning and executing events which includes but not limited to: procuring relevant event supplies, set up and break down of events, and provide general support for logistical changes.
- Enter and maintain accurate events information on TPCSA's service sites such as Inreach, Salsa and the Member Portal, and the TPCSA website.
- Assist with data entry for events that require tracking via Inreach.

### **TPCSA Training**

- Coordinate logistics and support the Director of Continuing Education and the VP of Member Services in planning and executing the meetings and training events that offer training credits.
- Provide Inreach and Member Portal data entry support for trainings and meetings.
- Maintain and obtain accurate training certification hours for members via Inreach
- Serve as primary contact for training systems provider and addresses issues, updates or upgrades within Inreach training software.
- Create, register and update customized training bundles within Inreach for member schools.

### **Data Integration & Maintenance**

- Manages after-event logistics including attendance tracking and account reconciliation
- Assists with the maintenance of Salesforce and the systems that are integrated via API
- Helps create processes for maintaining data integrity
- Answers customer questions regarding access to TPCSA platforms and training certificates

### **Hardware and IT**

- Serves as the primary contact for IT service provider and phone service provider: addresses association needs with providers; communicates maintenance and troubleshooting notifications to staff.
- Supervises computer set up for new staff by IT provider to ensure appropriate hardware and software is installed.
- Ensures new staff are ready for work on day 1 of employment, including, but not limited to, active email accounts, a working phone line, and building access cards. Supports current staff with password resets, as needed.

## **E. Qualifications**

### **Minimum Required**

- Positive customer service attitude and approach to teammates and customers
- Willingness and ability to master various platforms/systems
- Strong attention to detail, follow-up and excellent organizational skills
- Ability to treat sensitive/confidential information with appropriate discretion

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- Strong sense of urgency, adaptability, flexibility and resourcefulness
- Excellent interpersonal, written and verbal communication skills
- Strong multitasking skills
- Proven competencies in software applications and programs, particularly Microsoft Office, primarily Excel, Word, Power Point, and Outlook. (Intermediate to advanced level.)

#### **Preferred Qualifications**

- Bachelor's degree
- Certification in Systems Management

#### **F. Benefits**

- Competitive Salary (actual salary is dependent on qualifications)
- Health Insurance, including medical, dental, and life insurance
- Paid holidays and vacations
- Matching Plan for 401(k) contributions

#### **G. Disclaimer**

This job description is not an employment agreement or contract. Nor is it an exhaustive list of all functions that the employee may be required to perform, and the employee may be required to perform additional functions. TPCSA reserves the exclusive right to revise the job description at any time without notice. Employment with TPCSA is at-will. An at-will employment relationship can be terminated at any time with or without reason or notice by either the employer or employee. This at-will relationship exists regardless of any statements made to the contrary. The employee must be able to perform the essential functions of the position satisfactorily, with or without accommodations. If requested, reasonable accommodations may be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship.

#### **H. Application**

Qualified candidates should submit the following application materials in one PDF document:

- Cover letter detailing how you embody TPCSA's core values of optimism, drive, hustle, and excellence
- Resume describing your relevant experience and education

Applications should be emailed to Natalie Kaharick at [nkaharick@txcharterschools.org](mailto:nkaharick@txcharterschools.org)

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