

**MAJOR FUNCTION**

This is highly responsible professional work focused on the oversight, planning and managing the activities and resources of the Call Center, Walk-In, Commercial, Billing and Customer Programs, Energy Services, Social Media and Quality Control units. Work requires the application of comprehensive technical knowledge of Call Center and Walk-In operation. The incumbent receives general direction from the Utility Customer Services Administrator; however, the employee is expected to exercise considerable independent judgment and initiative. Performance is reviewed through conferences, analysis of work and reports, and observation of results achieved.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Provides supervision and direction to the Customer Operations supervisors who are responsible for the Call Center, Walk-In, Commercial Billing and Customer Programs, Energy Services, Social Media and Quality Control units and their effective response to requests for a wide variety of services to the citizens. Communicates information on production and service level standards and monitors progress toward achieving stated goals. Promptly addresses customer needs and inquiries to ensure expectations are consistently met. Assists in the development of operating budgets for operational service area and assures approved budget directives are properly implemented. Manages and designs call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews. Prepares call center performance reports by collecting, analyzing, and summarizing data and trends. Maintains professional and technical knowledge by tracking emerging trends in call center operations management; attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices. Recommends the hire, transfer, advancement, discipline, grievance resolution and discharge of assigned personnel. Conducts required performance management meetings with assigned staff, completes performance evaluation forms and recommends the approval or disapproval of merit. Performs related work as required.

**Other Important Duties**

Completes special projects as assigned. Serves on ad hoc committees as necessary. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Thorough knowledge of the principles and practices of call center operations and management. Considerable knowledge of utility billing, credit, collections, adjustments, and overall utility customer accounting operations or practices. Ability to exercise independent judgment and solve complex problems in making decisions in accordance with rules, departmental policies and procedures, or other regulations. Considerable knowledge of computers and computer software and their application in the call center customer service environments. Considerable knowledge of the principles and practices of supervision, training and performance evaluation. Considerable knowledge of accepted principles of employee relations, and public relations. Ability to interpret organizational problems and to recommend appropriate solutions. Ability to communicate effectively, both orally and in writing. Ability to establish and maintain effective working relationships as necessitated by the job. Ability to assign and review the work of employees and provide proper instructions in a manner conducive to improved performance and high morale.

Minimum Training and Experience

Possession of a bachelor's degree in accounting, business administration, finance, behavioral science, public administration, public relations, or a related field and five years of experience that includes customer billing, cash receipts and control, accounting, credit and collections, or utility (electric, gas, water, sewer, cable television, or telephone) customer service; or an equivalent combination of training and experience. Two years of supervisory experience is required and may be part of any of the aforementioned experience or in any other work area.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

Established: 11-02-13