

MAJOR FUNCTION

This is responsible administrative, technical, and professional public contact work in the planning, directing, and coordinating of the activities of customer service for the City of Tallahassee Customer Operations. Responsible for managing the total relationship with the City's customers. Provides a single vision across all City departments for all methods of customer contacts. Provides a comprehensive and authoritative view of the customer experience while creating city-wide customer strategies. Work is performed under the administrative direction of the Deputy City Manager; however, the employee is expected to exercise considerable independent judgment and initiative in the performance of daily duties. Major changes to policies and procedures are subject to the approval of Deputy City Manager. Work is reviewed through analysis of reports, observations, and by results obtained.

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

Plans, directs, assigns, trains, and supervises the activities of customer service personnel who are involved in serving customers for the City of Tallahassee. Primary areas of focus will be centered on residential and commercial account establishment and termination, account research, preparation of service adjustments, collection of utility debts and general government debts, cut-off extensions, letters of credit, establishment of deposits, deposit payment plans, preparation, transmission, and follow-up of citizen action orders, responding to inquiries related to utility and general government services, and identifying trends related to public opinion of the City and its services. Administration of parking ticket appeal and collection programs. Administers the activities of professional and technical staff in the provision of an array of energy services and energy audits related to Gas and Retail Energy, including the Gas Incentive Program, Key Account Initiatives, Residential Energy Efficiency and the Financial Assistance Programs (loans, grants and rebates). Prepares and administers division budget. Develops quality and productivity improvement capabilities to improve services and effectiveness. Manages the utility escalation responses and electronic support, such as DigiTally and Talgov.com responses. Administers and manages the call routing processing associated with response time for the City. Administers and manages the dispatching operations of Energy Audits, Field Operations and future external sales force. Communicates directly with citizens to discuss or explain policies and procedures and to resolve problems. Creates and maintains an atmosphere and standards of citizen relations that result in citizen satisfaction and confidence in the City government and its services. Directs the Utility Front Counter Operations to ensure the citizens have a public office to conduct utility business. Conducts research and analysis of industry and customer service trends and administrative studies on operational and programmatic issues and prepares reports, agenda items, and studies of administrative programs and operations. Recommends the selection, transfer, advancement grievance resolution, or discharge of employees. Conducts performance evaluations, and recommends approval or disapproval of merit increases. Performs related work as required.

Other Important Duties

Develops print advertising for customer service programs and services. May interact with City Manager, City Commission, other departments and agencies, and citizens concerning utility and other service issues. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Thorough knowledge of the City's policies and procedures, services, functions, and organization. Thorough knowledge of utility billing, credit, collections, adjustments, and overall utility customer

accounting operations or practices. Considerable knowledge of accepted principles of employee relations, and public relations. Thorough knowledge of assigned energy management programs, codes, methods, techniques and practices. Thorough knowledge of utility operations, ordinances, rates, policies and procedures. Thorough knowledge of the sources of technical and marketing information and the methods of obtaining and using them. Thorough knowledge of effective promotional and public relations activities. Thorough knowledge of the techniques and methods used by the City and other utilities to promote energy conservation. Considerable knowledge of the principles of supervision, training and performance evaluation. Advance call center, front counter and customer operations processes. Ability to analyze workflow procedures and recommend needed improvements. Ability to understand and implement oral and written instructions. Ability to gather information, prepare and make reports, and maintain records. Ability to exercise independent judgment and solve complex problems in making decisions in accordance with ordinances, rules, departmental policies and procedures, or other regulations. Ability to communicate effectively, both orally and in writing. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to assign and review the work of employees and provide proper instructions in a manner conducive to improved performance and high morale. Demonstrates interpersonal facilitation and communication skills. Skill in the use of microcomputers and associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration or a related field and ten years professional experience in an organization engaged in the delivery of customer services to the public, or an equivalent combination of training and experience. Four years of the required experience must have been in a supervisory capacity.

Necessary Special Requirement

Possession of a valid Class E State driver's license at the time of application.

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