

MAJOR FUNCTION

This is highly responsible executive management and public contact work providing leadership, direction and oversight for the City of Tallahassee Customer Operations in service of all utilities and other public service delivery. Responsible for managing the total relationship with the City's customers including Call/Contact Centers, Utilities Billing and Revenue Recovery, Field Operations (Meter Service, Parking), Business Process Solutions (design and deployment), Energy Conservation Services, and other support for utilities (gas, water, sewer, electric, waste) and transit agency. Provides continuity across all City departments ensuring the highest quality customer experience. Work is performed under the administrative direction of the City Manager or their designee. Incumbent expected to exercise considerable independent judgment and initiative in the performance of responsibilities. 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 all activities involved in serving customers for the City of Tallahassee. Responsible for ensuring that operational responsibilities are conducted within applicable prudent utility practices, generally accepted customer service practices, and consistent with the City's customer service standards. Develops the long-term Customer Operations strategy and the annual operational plans to support the City's overarching Strategic Plan. Identifies trends related to public opinion of City services and develops strategies to further enhance customer experience. Coordinates response to high level and sensitive inquiries related to service delivery and billing, and general City operations. Prepares reports, agenda items, and analyses of administrative programs and operations for departments, the Executive Team, and City Commission. Creates and maintains standards of customer relations that result in resident satisfaction and confidence related to City government services. Administers parking ticket appeal and collection programs. Prepares and provides administrative oversight of division budgets. Oversees special studies and grant application and administration as appropriate. Work collaboratively on the implementation of marketing plans and initiatives. Develops quality and productivity improvement capabilities to improve services and effectiveness. Manages the utility escalation responses via a variety of methods including in person, telephonically, and electronic platforms. Administers and manages the call routing processing associated with response time for the City. Administers and manages the dispatching operations of Energy Audits and Field Operations. Communicates directly with citizens to discuss or explain policies and procedures and to resolve problems. Responsible for analyzing, preparing, and administering the department's operating and capital budgets. Manages personnel actions and issues including hiring, advancement, retrogression, dismissal, disciplinary action, training, staff development, and the grievance process, in compliance with City policies and procedures. Conducts performance evaluations and recommends approval or disapproval of merit increases.

Other Important Duties

Coordinates essential tasks during critical and emergency response events. Leads cross-functional teams for strategic initiatives and special task forces. As a member of the City' Leadership Team, frequently interacts with the Executive Team, City Commission, other departmental leadership as well as partner agencies, and citizen groups. Performs related work and additional duties as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge in operating call centers including front office, back office, and contact centers, management, project planning and design, field operations, training, quality control and quality assurance, change management, energy services, transportation coordination, product management, and new product launch. Considerable knowledge of modern utility, business, and management practices. Thorough knowledge of the principles of supervision, training, and performance

management. Thorough knowledge of financial management issues including, budgeting (operations and capital), project accounting, procurement activities, and cost control/tracking. Knowledgeable in the applicable federal, state, and local regulatory requirements applicable to the area of assignment and other guidelines and rules. Knowledgeable in techniques used in contract negotiations and management for materials and services. Ability to manage multiple high-priority complex issues simultaneously for short-term and long-term periods. Ability to work under significant pressure and demands while maintaining a professional demeanor. Ability to handle highly complex and controversial issues with tact and diplomacy. Ability to work collaboratively across division lines, oftentimes seeking support from other areas of the organization. Ability to apply sound business practices and guidelines to make decisions based on available information with little or no direct supervision. Ability to prepare or direct preparation of technical reports, analysis, and documents. Ability to communicate effectively both orally and in writing with a wide range of audiences including internal staff, other City departments, the public, customers, regulatory agencies, and the media. Ability to establish and maintain effective working relationships with internal and external stakeholders. Possesses management style and values that are consistent with the City's mission and values. Demonstrates interpersonal facilitation and communication skills. Skill in the use of computers 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.

An incumbent of this job classification may be required to file a financial disclosure statement with the Supervisor of Elections in their county of residence, in compliance with Florida Statutes, Chapter 112, Part III. Such filing is required within 30 days of placement in a covered position, annually thereafter by no later than July 1 of each year in which they serve in the covered position, and within 60 days of leaving the covered position.

Established: 03-29-91

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