CLASS TITLE: CUSTOMER CARE DIRECTOR

PURPOSE OF THE CLASSIFICATION: Under administrative direction provides senior level direction in the leadership, planning, managerial and administrative work for the City’s consolidated 311 and Customer Care Center, including strategic planning and implementation of the consolidated customer service call center, integration with city-wide work order systems, advancing changes to improve operations and service levels, ensuring accurate and efficient assistance provided to the general public and business community and driving performance to maximize customer service efficiency and effectiveness and performs other related assigned duties.

ESSENTIAL TASKS:
- Plans, directs, and oversees execution of Customer Care and 311 goals and objectives
- Advises the Mayor and senior staff regarding customer service, citizen feedback practices and work order system integration
- Creates appropriate service level agreements with department leaders, authorities, boards and commissions
- Monitors, manages and reports to stakeholders on operational performance and metrics
- Initiates, oversees, and supports technology projects impacting Customer Care and 311
- Maintains current knowledge of customer service trends and regulatory developments for functional areas under charge
- Manages selection, development and performance of Customer Care staff
- Oversees the development and management of the budget for the Customer Care Department
- Responds to and resolves sensitive inquiries and complaints from both internal and external stakeholders
- Ensures strategic, effective and innovative marketing and promotion of 311 and Customer Care
- Attends and represents department at various executive meetings for the dissemination of information
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:
Training and Experience: Graduation from an accredited college or university with a bachelor's degree in business management, accounting, public administration or related field; and eight (8) years of progressively responsible management experience in a customer service environment; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Preferred experience would include customer service call center experience in a similar government setting.

Knowledge, Abilities and Skills: Comprehensive knowledge of principles of change and problem management; comprehensive knowledge of customer service principles, knowledge of operational characteristics, services and activities of a public/community relations program; and knowledge of pertinent federal, state and municipal laws, statutes, ordinances and regulations. Demonstrated ability to focus on key issues and evaluate all relevant aspects of a situation before acting; demonstrated ability to be proactive, creative and innovative in solving problems and issues; ability to develop and clearly present ideas both verbally and in writing; demonstrated ability to develop and manage projects, related to both service delivery and technology; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop and motivate people at any level within or outside the organization. Demonstrated strategic planning skills; and demonstrated management skills.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; frequent lifting and carrying up to five pounds with occasional lifting and carrying up to 10 pounds; occasional pushing and pulling up to five pounds; may be subject to walking, standing, sitting, reaching, bending, kneeling and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None.


WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

Class Code: 1003
EEO Code: E-01
Pay Code: EX-52

Group: Clerical & Administrative
Series: Data Processing & Information Services

Effective date: March 4, 2020