



CLASS TITLE | DIRECTOR OF CUSTOMER CARE

PAY GRADE: EX-56 | www.cityoftulsa.org/pay

Class Code: 1225

Effective Date : 06/15/2022

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:

- Directs, plans, and leads the development and execution of Customer Care and 311 goals and objectives
- Identifies customer service improvement opportunities and implements changes based upon best practice models and national standards
- Prioritizes and allocates available resources to provide high level customer service, reviews and evaluates service delivery, recommends improvements, and ensures maximum effective service delivery focused on maintaining and improving customer satisfaction
- Establishes, using City policies and procedures and within the approved budget, appropriate service and staffing levels to meet the needs of internal and external customers
- Advises the Mayor and senior staff regarding customer service, citizen feedback and satisfaction
- Oversees and participates in the development and administration of the budget for the Customer Care Department, making recommendations and monitoring the execution to ensure its accuracy
- Evaluates personnel capacity and capability, including hiring, discipline, and promotion according to the City's policies and procedures, and works with staff to ensure training, coaching, and development opportunities are available to support and develop staff
- Collaborates with City departmental leadership to analyze, review, and improve cross-departmental processes with a focus on improving customer experience and satisfaction
- Resolves complaints and inquiries from internal and external customers and stakeholders using the highest level of customer service and adhering to applicable policies and procedures, as well as applicable local, state, and federal laws
- Provides updates to various authorities, boards, or commissions, as well as to the City Council, to address concerns and to ensure all parties are kept up to date on departmental activities and citizen related issues
- 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: Must meet one of the following options or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128:

1. (a) Graduation from an accredited college or university with a bachelor's degree in business management, accounting, public administration or related field; **and**,
(b) Nine (9) years of experience relevant to the essential tasks listed in this job description.
(c) Experience in customer service and contact center management in a governmental setting *preferred*.

Knowledge, Abilities and Skills:

Knowledge of:

- Comprehensive knowledge of management principles, practices, and theories

- Comprehensive knowledge of methods and best practices for customer and constituent services Knowledge of operational characteristics, services, and activities of a public/community relations program
- Knowledge of pertinent federal, state, and municipal laws, statutes, ordinances, and regulations

Ability to:

- Ability to provide strategic leadership, implement sound business practices, build effective partnerships and constituencies, and develop, mentor, and hold accountable employees and supervisors
- Ability to focus on key issues and evaluate all relevant aspects of a situation before acting
- Ability to develop and manage projects related to both service delivery and technology
- Ability to evaluate present programs and services, establish goals and make recommendations for future continuous improvement of the department
- Ability to respond quickly and flexibly to rapidly changing customer needs
- Ability to lead strategic initiatives and achieve results

Skill in:

- Skill in strategic planning
- Skill in managing people and situations using high level customer service 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.

EEO Code: E-01

Group: Clerical & Administrative

Series: Data Processing & Information Services