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, 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, organizes and implements Customer Care and 311 goals and objectives
- Creates the strategy for delivering consistent quality service levels for the departments to which the Customer Care Center provides service and creates appropriate service level agreements with departmental management, boards or commissions
- Manages quality, performance and productivity of Customer Care staff
- Employs call center best practices through technology and human capital investment
- Maintains knowledge of customer relationship management software and other industry technologies and works with IT staff to improve technical capabilities
- Initiates, oversees, and supports technical projects, affecting customer care
- Develops, implements and controls departmental budget and performs cost control activities to ensure sound fiscal control
- Selects, motivates and evaluates department staff; provides or coordinates training and works with employees to correct deficiencies; and implements and administers disciplinary and termination procedures
- Directs enforcement of departmental compliance with all applicable rules and regulatory requirements governing covered accounts, providing compliance and performance measurement and reporting
- Administers policies and programs to ensure compliance with Federal, State and Local laws and regulations and City policies and procedures
- Ensures strategic, effective and innovative marketing and promotion of the Customer Care Center to the public and business community
- Reviews operations to regulate workflow and resolves points of conflicts between divisions and/or other departments, maximizing overall efficiency and effectiveness of operations
- Tracks, monitors and addresses performance results and operational metrics
- Responds to and resolves sensitive inquiries and complaints from both internal and external sources
- Maintains current knowledge of 311 and customer service trends and regulatory developments for application to functional areas under charge
- Provides review and interpretation of the various billing regulations the department enforces
- Reviews, evaluates and assigns various monthly, quarterly and annual reports
- Prepares, verifies and audits Customer Care Center fiscal records
- Prepares various executive reports and documentation regarding activities
- 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 a closely related field; and eight (8) years of progressively responsible management experience in a high volume customer service/customer care 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, both service and technical; 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 professional call center 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: Possession of a valid Oklahoma Class “D” Operator’s License.

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: November 15, 2011