

Title: Customer Contact Manager
PG: 58
Status: Non-Civil Service
Position Reports to: BUD Customer Service
Department: Lakeland Electric

Class Code: 2167
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

The Manager of Customer Contact is responsible for overseeing and directing all functions related to answering customer inquiries and other contact with the customers of Lakeland Electric. The basic function is to provide the leadership and direction needed for the development of phone etiquette and oversight of day-to-day customer relations and customer contact operations. Working with other managers in the business unit, the incumbent is also responsible for helping to develop overall customer relations policies and customer retention strategies.

PRINCIPAL DUTIES:

Planning

1. Participates in planning to assist in the establishment of customer response criteria, standards, goals, and performance measures.
2. Participates in customer service planning to assist in the establishment of planning criteria, policies, goals, and performance measures.
3. Reviews and plans for any technological enhancements necessary to ensure cost-effective customer contact operations.
4. Working with other Managers in the Customer Service Unit, and others in the utility, helps to develop plans for customer retention and satisfaction.
5. Represents the customer viewpoint in any discussions or planning sessions with utility management on overall customer strategy or relations.

Operations

1. Supervise and coordinate all phone and customer contact activities with a moderate size staff.
2. Develops and implements appropriate customer service standards such as responsiveness, time on hold, percent hang up, etc.
3. Develops policies and procedures that protect the utility from bad debts but, which also promote a positive and competitive relationship with customers.
4. Develops, monitors and reports compliance with customer contact standards of operation.
5. Prepares reports identifying compliance with customer service standards such as number of customer contacts or calls, responsiveness statistics such as percent hang up and time on hold, overall customer contact satisfaction.
6. Assists subordinates with difficult customers, unusual customer complaints, or unusual office problems.

Organization and Personnel

1. Recommends annual budgets, manpower plans, and staffing levels needed to carry out operating responsibilities to the Business Unit Director for approval.
2. Recommends personnel and compensation actions for subordinates to the Business Unit Director for approval.
3. Establishes standards for employee productivity and performance and monitors results.
4. Develops and implements appropriate employee training programs and monitors the professional development of employees in the work unit.
5. Develops programs to measure employee satisfaction and implements changes needed to ensure that customer contact employees maintain and improve good customer relations.

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Outside Relationships

1. As directed by the Business Unit Director, represents the utility in meetings with other utilities and keeps the utility informed on state and national issues, which could affect the current and future operating practices of the utility.
2. Coordinates work with that of other units or divisions within the Department or other City departments as required.

Reporting Relationships

1. Reports to the Business Unit Director.
2. Directly supervises personnel involved in customer contact operations.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Theoretical and practical knowledge of customer service policies and procedures, including phone etiquette and customer contact.
2. Extensive knowledge and understanding of customer relations and retention philosophies and strategies.
3. Thorough knowledge of the principles of office management and administration. Ability to plan, assign and coordinate the work of clerical and customer contact personnel.
4. Ability to prepare operating and statistical tabulations and reports.
5. Ability to establish and maintain effective working relationships with supervisors, co-workers, other City employees and the general public and to provide leadership to contribute to a working environment that will instill employee pride, morale and commitment to service excellence.

WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations.
The job risks exposure to no significant environmental hazards.
The job requires normal visual acuity, field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

QUALIFICATIONS AND EXPERIENCE:

1. Four (4) year degree from an accredited college or university in business or related field.
2. Course work in office management and supervision, accounting, and customer relations, including direct supervisory experience is required.
3. An equivalent combination of directly related education and experience may be substituted.
4. Completion of City University Level two (2) or completion within twelve (12) months

SPECIAL REQUIREMENTS:

1. Must possess and maintain a valid home telephone number.
2. Must possess and maintain a valid state of Florida driver's license.
3. Must be willing to schedule work as necessary to meet requirements of the position including being available at all times to address customer service issues.
4. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.