

Title: Customer Service Team Leader
PG: 38
Status: Civil Service
Position Reports to: Various Managers
Department: Electric

Class Code: 6023
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This is a professional position that serves as a team leader, coach, counselor, mentor and teacher to a team of customer service representatives and staff providing support and leadership to the team. Accountable for the implementation of Lakeland Electric strategic and operational plans to achieve success within the key result areas. Provides coordination with internal and external service providers in the delivery of Lakeland Electric services to its customers. Actively promotes the Customer Service Operations model to provide total solutions to customer inquiries.

ESSENTIAL FUNCTIONS:

1. Serves as leader by clearly demonstrating that customer service is the primary goal through the highest standards of integrity, ethics, loyalty, competence, quality and fairness.
2. Plans, organizes and controls the resources for optimal utilization to deliver appropriate customer service levels.
3. Monitors/controls costs by auditing and analyzing expenses and developing plans for corrective action where appropriate.
4. Communicates the visions and objectives to subordinates in a clear and timely manner. Creates and maintains an environment that encourages input from subordinates
5. Ensures optimum availability of customer service personnel ready, willing and able to deliver dynamic service to our customers.
6. Provides and instills an attitude of caring and empathy toward the concerns of our customer's and employees' to deliver exceptional customer service.
7. Coaches direct reports in job performance, judgment and customer care for continuous improvement.
8. Provides expertise in dealing with complex customer situations

ADDITIONAL RESPONSIBILITIES:

1. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Knowledge of utility customer service principles and functions
2. Ability to plan, review, delegate, and schedule workload of direct reports.
3. Ability to communicate clearly, concisely, and with sensitivity to the needs of others in all aspects of written and spoken communications.
4. Has a sense of urgency in the face of important issues and opportunities; ready to make timely decisions, commit one's self, and take action.
5. Willing and able to adjust quickly to rapidly changing priorities, multiple demands in a manner that ensures excellent results.
6. Builds productive working relationships with others in a positive, straightforward, and collaborative manner. Fosters excellent achievement through teamwork.

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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, and field of vision, hearing, speaking, color perception, sense of taste, sense of smell, depth perception, and texture perception.

QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):

1. College course work, minimum of two (2) year degree and two (2) years of experience working in a customer service environment with demonstrated supervisory experience required;
2. Or high school diploma with a minimum of five (5) years experience in the area of Customer Service with demonstrated supervisory experience required.
3. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.
4. Completion of City University Level one (1) or completion within twelve (12) months.

SPECIAL REQUIREMENTS:

1. Must possess and maintain a valid telephone number.
2. Must possess and maintain a valid Florida driver's license.
3. 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.