



CLASSIFICATION TITLE: Customer Experience Manager	JOB NUMBER: 7242	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: Finance Director	PAY GRADE: 25	FLSA STATUS: Exempt "At-Will"

GENERAL SUMMARY

Performs intermediate skilled administrative support work providing strategic operational direction and guidance to the Customer Service division, managing resources required to effectively execute strategic and division goals and objectives and related work as apparent or assigned. Work is performed under the limited supervision of the Finance Director ("supervisor"). Divisional supervision is exercised over assigned personnel.

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Supervises, motivates, and provides direction and guidance to assigned staff; evaluates and reviews work performance for acceptability and conformance with department standards, goals and/or City competencies; works with employees to correct deficiencies; plans, coordinates and arranges for appropriate training of subordinates; documents corrective action and applies City policy, as needed; participates in the interview and selection process of new employees; recommends merit increases, reassignment and promotions according to established guidelines.
- Oversees the development, coordination and implementation of customer service procedures, customer satisfaction programs, and a customer experience data collection strategy to analyze, measure and evaluate customer behaviors and sentiments.

- Oversees the efficient operation of the Customer Service division to include managing utility billing software upgrades and testing procedures for implementation and managing and monitoring the division budget.
- Adequately addresses and resolves all escalated customer concerns and serves as liaison between utility billing and customers in resolving complaints and disputes; serves as the escalation point for all elevated customer complaints and provides in-depth analysis and account review as needed.
- Collaborates with key customer accounts addressing complex issues and unique distribution needs.
- Receives citizen inquiries generated from external facing platforms or technologies, provides meaningful follow-up and/or coordinates distribution to the appropriate City department.
- Collaborates with city departments to implement improvements to the customer experience and ensure consistency and excellence in all customer interactions; serves as liaison between customer service and other City departments to encourage equal contributions toward providing a seamless customer experience.
- Serves as chair of an inter-departmental Utility Collaboration Team focused on day-to-day utility issues.
- Acts as a content expert on emerging customer experience innovations, trends, and best practices, identifies and implements industry best practices, and works closely with key cross-functional stakeholders to improve the customer experience by ensuring customer priorities are considered across the organization.
- Identifies and monitors key performance metrics related to customer engagement and customer satisfaction.
- Establishes standards for customer satisfaction reporting and quality control, utilizing technology to improve service.
- Analyzes, reviews, and prepares a variety of complex reports related to specific functions; draws conclusions and makes appropriate recommendations; assures compliance with laws, codes and regulations governing municipal utilities; maintains high professional standards; prepares and maintains a variety of detailed and comprehensive records, files, and reports.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Applicable federal, state, and local laws, rules, codes, and regulations related to assigned activities.
- City operations, policies, and objectives

- Administrative principles and practices, including program development, implementation, and evaluation, project management, and supervision of staff.
- Analysis of complex statements and reports.
- Computer systems and applications related to utility billing.
- Principles and practices of supervision and training.
- Operation of a computer and spreadsheet programs.
- Research and analytical techniques, principles, and practices.
- Data processing applications to accounting and auditing functions.
- Preparation of comprehensive reports.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Public speaking techniques.

Skills and abilities to:

- Supervise, train, direct and evaluate assigned personnel.
- Maintain accurate financial and statistical records and prepare reports.
- Verify, balance, and adjust accounts.
- Process and record accounting transactions accurately.
- Utilize accounting and budgetary practices and terminology applicable to City accounting.
- Maintain current knowledge of program rules, regulations, requirements, and restrictions.
- Analyze and maintain complex financial systems related to the customer services function.
- Analyze and prepare a variety of complex records, reports, and other financial documents.
- Prepare special reports and projects as assigned.
- Read, interpret, apply, and explain codes, rules, regulations, policies, and procedures.
- Work confidentially with discretion.
- Analyze situations accurately and adopt an effective course of action.
- Develop, modify, and recommend improvements in existing procedures and introduce new procedures, as necessary.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise, and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, organize own work, set priorities, and meet critical time deadlines.

- Proficiently operate modern office equipment and personal computers using standard or customized software application programs appropriate to assigned tasks.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS

Valid driver's license.

EDUCATION AND EXPERIENCE

Bachelor's degree with coursework in business, accounting, management, or related field and five (5) years of experience in customer service, including at least two (2) years in a lead or supervisory role, or equivalent combination of education and experience.

COMPETENCIES

Managerial

- Develop Effective Intra- and Inter-Departmental Relationships: Works collaboratively with partners within the City and outside of the City to accomplish the best possible outcomes for all parties.
- Manage Resources Effectively: Effectively applies the organization's assets. Makes efficient use of time, money, people, and other resources to accomplish the organization's goals. Provides direction, guidance, and expectations for resource allocation to ensure service is balanced with fiscal responsibility.
- Think and Plan Strategically: Champions new ideas and initiatives and creates an environment that supports continuous improvement. Considers the City's strategic plan when establishing work unit goals and priorities.

Supervisory

- Foster Teamwork: Builds effective teams committed to organizational goals. Fosters collaboration among team members and among teams. Uses teams to address relevant issues.
- Prioritize Work and Commitments: Develops short- and long-range plans that are appropriately comprehensive, realistic, and effective in meeting goals. Focuses on the most important tasks first and directs others to focus on those tasks. Integrates planning efforts across work units to ensure the most critical work gets done first.
- Drive for Team Results: Demonstrates and fosters a sense of urgency and strong

commitment to achieving goals. Encourages others drive for strategic goals. Persists despite obstacles and opposition. Pursues aggressive goals and works hard to achieve them. Owns the outcomes produced by the team.

- Manage Employee Performance: Guides employees to achieve the highest levels of performance. Sets clear and compelling expectations for performance. Provides frequent and specific feedback to help employees meet or exceed expectations. Maintains effective records related to employee performance. Delivers specific, timely, and meaningful performance reviews.

Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires the regular and punctual attendance at the office or other assigned location; work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, using hands to finger, handle or feel and repetitive motions, frequently

requires speaking or hearing and occasionally requires standing and walking; work has standard vision requirements; no special vocal communication skills are required; no special hearing perception is required; this work does not require any specialized sensory utilization; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.



Human Resources Director



Date



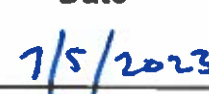
Department Head



Date



City Manager or Authorized Designee



Date