



Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.

Job title	Customer Service Operations Manager
------------------	-------------------------------------

GENERAL PURPOSE

Under administrative direction, plans, organizes, and directs call center operations, personnel, and technologies providing customer support and service, account information, and problem resolution by telephone, technology, and in person; performs special projects and handles the more difficult, complex or sensitive customer account problems and disputes; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating all customer call center and contact related functions including telephone operations and customer contact management. Incumbents are responsible for performing diverse, specialized and complex work involving significant accountability and decision-making responsibilities, which include ensuring optimal staffing levels are met; analyzing and reporting contact metrics; developing, implementing, and monitoring functional performance measures, business processes, and technologies to create and maintain a highly effective customer focused operation. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Director of Customer Service. Exercises direct supervision over supervisory, technical, and administrative support staff through subordinate levels of supervision.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below 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 this position.

- Plans, organizes, supervises, trains and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly

monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's rules, policies, and labor contract provisions; identifies best-of-class work practices among assigned staff and assures uniform adoption of those practices.

- Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving the department's and the District's mission, strategic plan, objectives and values.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, ensuring alignment with the District's Strategic and Operational Plans.
- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, consultants, contractors, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary to meet changing conditions.
- Resolves the most difficult customer relations situations involving upset and dissatisfied customers and requiring a high degree of sensitivity and use of sound independent judgment and resolves complaints where appropriate.
- Reviews and approves customer correspondence and responds to internal and external customer calls as appropriate, or due to an escalated customer concern; reviews account records and history, issues or approves adjustments to customer accounts to correct errors or resolve escalated disputes.
- Develops, analyzes and reports on call trends utilizing the Workforce Management tool.
- Maintains accurate staffing levels within the department to cover appropriate shifts for the call center; reviews and analyzes call center performance issues and concerns; supports an environment generating ideas, suggestions, and recommendations to implement solutions that will improve performance and customer experience.
- Works with Information Systems staff to design, evaluate, develop and install enhancements to the customer billing and contact management system(s), telephone system, as well as other division technology applications; defines system requirements and assists in design and implementation of system enhancements; defines user training and implementation needs; directs and oversees implementation of systems changes.

- Attends meetings, training, and workshops with direct reports and Customer Service Department; schedules and coordinates activities with other departments and divisions, customers, contractors, vendors and other agencies.
- Reviews financial and operational reports; authorizes the purchase of materials and directs requisition of necessary equipment and supplies, and reviews and approves requests by subordinates; monitors work activities and expenditures to control costs and takes necessary action to ensure efficient operation of the division; justifies budget requests and monitors expenditures against goals and objectives.
- Prepares and maintains a variety of records and reports, including time cards, worksheets, accident reports, program documents, and routing; develops and maintains operational reports, ensuring consistent and accurate reporting of metrics; develops, monitors, and maintains a variety of division and functional performance measures and customer contact statistics to improve service and ensure compliance of unit work to pertinent codes, regulations, and guidelines; evaluates and remains current with customer and industry trends and recommends and implements improvements.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

Continuous Improvement Related Duties:

- Applies Continuous Improvement principles in the deployment of department business plans, processes, and performance measures, ensuring that they align with District's strategies and operational plans.
- Participates in departmental performance assessments and the system of continuous improvements and effectively integrates and evaluates the linkages between the District's key value creation and support processes and related key performance indices.
- Ensures effectiveness of the business processes undertaken by the department and division.
- Defines customer service segments being served and establishes processes to obtain feedback to improve performance.
- Develops, maintains, and utilizes departmental performance indicators in making decisions.
- Establishes performance criteria for assigned staff.
- Ensures a thorough understanding of the Strategic Planning Cycle with each individual's responsibility associated with the cycle.
- The incumbent, while exercising his/her authority, shall abide by and promote the District's Mission, Vision, and Guiding Principles and adhere to the District's policies.

REQUIRED QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Administrative principles and methods including goal setting, program development and implementation.
- Principles and practices of budget preparation and administration.
- Principles, practices, methods, technologies and techniques of customer call center and contact management operations.
- Principles, practices, strategies and techniques of customer service.
- Office and records management practices and procedures; recordkeeping, filing, and purchasing practices and procedures.
- Principles and practices of sound business communication.
- District, local, state, and federal laws and regulations applicable to areas of responsibility.
- Methods, practices and processes for billing, collections, and credit.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Continuous Improvement Based Knowledge:

- The core values, concepts, and framework of continuous improvement criteria, including the principles of management by fact, and organizational and personal learning.
- The means of developing alignment between strategic goals and individual performance standards.
- Practices of process mapping (control).
- Practices of structured problem solving; the Strategic Planning Cycle and the various responsibilities within that cycle.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management and professional leadership for the Customer Service Department and the District.
- Prepare, administer and monitor a division/department budget.
- Manage and operate a high volume, omni-channel call center.
- Define issues, analyze customer problems, evaluate alternatives and develop sound conclusions and recommendations.
- Analyze forecasted call volumes and current employee schedules and develop schedules that effectively deliver staffing levels to consistently meet department goals and objectives.
- Utilize solid problem-solving skills for the purpose of solving issues related to team performance and/or customer issues.
- Evaluate and deploy strategies, systems, and procedures; analyze administrative processes and recommend or implement effective courses of action.
- Prepare, administer and monitor a division budget.
- Maintain sensitive and confidential information.
- Understand, interpret, explain and apply complex District rules regarding water and sewer service rates and policies; reach sound decisions in accordance with laws, regulations, rules and policies.
- Effectively represent the department and the District in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Continuous Improvement Based Abilities:

- Develop a systems perspective for managing department operations and its key processes to achieve results.
- To use the seven continuous improvement categories and the core values as building blocks for department operations.
- Define and explain key processes and process requirements within the department; develop and deploy strategic plan elements and key performance measures consistent with District goals; develop and maintain continuous improvement in all areas of operations.
- Develop and monitor performance standards for all divisions within the department.
- Ensure department goals and objectives are aligned with other departments, branches, and the District as a whole; track and monitor department performance.
- Make sound decisions based on departmental performance indicators.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Five (5) years of call center management experience involving customer service, call center operations, workforce management, quality assurance, reporting and analytics and/or billing responsibilities.

Education:

- Equivalent to completion of the twelfth (12th) grade; completion of a four-year business-related degree from an accredited college or university is desirable.

Licenses/Certifications:

- None.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District
Job Title: Customer Service Operations Manager
Last Update: October 2019

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>October 2, 2019</i>
Date modified:	
FLSA determination:	<i>Exempt</i>

Job Description Acknowledgment

I have received, reviewed and fully understand the job description for Customer Service Operations Manager. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____