

PROVO CITY CLASSIFICATION SPECIFICATION

Title: Division Director - Customer Service	Job Code: 1050
Date: September 8, 2011	EEO Code: OA
FLSA Designation: Exempt	Civil Service Status: Covered (UC)

DEFINITION: This is professional management work responsible to direct Provo City's Customer Services Division. Position is responsible for the professional development and implementation of comprehensive billing systems and city-wide customer service programs.

CLASSIFICATION STANDARDS: The single position allocated to this class is responsible to the Mayor and performs all work under his/her general direction. Position is responsible for the effective, efficient, and professional direction of comprehensive billing systems and city-wide customer service programs.

ESSENTIAL DUTIES: Oversee the development, implementation, and administration of assigned billing systems and city-wide customer service programs; advise and recommend solutions and policy changes to departments and the City Administration on public-sector customer service and billing matters; formulate and recommend city-wide customer service policies and procedures; direct efforts to improve the customer experience with Provo City, including conducting customer satisfaction surveys and researching methods to streamline public access to City government and services; maintain current understanding of the various services offered by the City and develop recommendations on how to consolidate services when possible; resolve high level customer disputes; mediate problem solving efforts between departments and the public.

Provide for a professional, comprehensive, and efficient billing system for all City utilities; oversee selection and functionality of the billing system including directing the implementation of upgrades and enhancements; provide administrative direction over the billing system to ensure the accuracy of all account information; oversee the utilization of field staff to connect and disconnect services; administer account receivable procedures including establishing appropriate checks and balances.

Supervise, plan, and coordinate the work of assigned personnel including scheduling of workload and coordinating workflow; oversee training of staff; ensure work is completed accurately and efficiently; identify, evaluate, and resolve personnel concerns; conduct performance evaluations and enact rewards and discipline if needed; make staffing decisions within the division including the hiring and firing of personnel; maintain and review all reports, work records, work specifications, and appropriate documentation relating to customer service and billing programs.

Research, develop, and submit a timely and accurate division budget and monitor it throughout the fiscal year; prepare and present various statistical and analytical reports; may represent the City in various meetings and on multiple boards; perform other related work as required.

MINIMUM REQUIREMENTS: **A)** Bachelor's degree in public or business administration, finance, accounting, or a related field; and five (5) years of professional level experience managing a large customer service operations and overseeing a complex variable rate billing system, preferably for a municipal utility; or **B)** an equivalent combination of job-related education and/or experience [substituting each one year of post secondary education/training for six months of experience].

License(s). A valid, lawful driver's license is required.

SELECTION FACTORS: *Knowledge of:* government services provided in a typical municipal organization; supervisory and management principles, techniques, and methods; accounting and credit collection procedures including applicable laws, codes, rules, and regulations; modern customer service initiatives and programs including current understanding of available software and online programs; appropriate customer service and billing system workflow; the operations, functions, technology and terminology common to utility billing; policies and procedures established for the work system; an advanced understanding of the functions, standards and processes of the City's current utility billing software package; basic English composition, spelling, and grammar. *Skill in:* preparing clear, concise, and informative reports; analyzing workflow processes and identifying methods to consolidate procedures for a more efficient customer experience; resolving complex issues with due consideration for competing interests; developing partnerships with departments to enhance the customer experience and eliminate redundancies. *Ability to:* plan, organize, and direct a major staff function; develop, submit, and administer a large division budget; perform work with speed and accuracy; evaluate programs and procedures; exercise independent judgement while evaluating situations and in making determinations; organize assigned work and develop effective work methods; manage diverse groups of employees including customer service representatives, financial professionals and information technology staff; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness toward fellow workers, customers, and the general public; demonstrate a high level of commitment to the principles of positive customer service; communicate effectively both verbally and in writing; formulate and administer policies and procedures to govern all phases of city-wide customer service and billing programs.

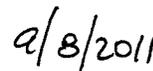
TOOLS AND EQUIPMENT USED: Computer terminal, basic office machines/equipment, motorized vehicle as needed, basic software and word processing programs, sophisticated government-based utility billing software and various other software and online programs specific to customer service and utility billing.

PHYSICAL DEMANDS: Must assume a seated position at a computer or desk for extended periods of time while maintaining concentrated attention to detail.

ENVIRONMENTAL FACTORS: Work location is inside with little or no occupational hazards. Position may, however, include exposure to high stress situations or environments, including contact with the public and/or employees in confrontational or emotionally charged circumstances.



Mayor/Chief Administrative Officer



Date

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.