

## **CITY OF BURBANK**

### **ASSISTANT MANAGER CUSTOMER SERVICE OPERATIONS**

#### **DEFINITION**

Under general direction, to manage a section in the Customer Service & Marketing Division of Burbank Water and Power; to perform a variety of multifaceted operational and analytical work; and perform related work as required.

#### **ESSENTIAL FUNCTIONS**

Oversees a customer care section including: billing, call center, cashiering, credit, collections, mail center, payment processing, field services, and technology applications; conducts complex research and analysis; assists in evaluating programs, services, and procedures; researches solutions, software applications, and develops procedures for program and process improvement; prepares written reports and makes presentations for a variety of audiences, including but not limited to, the Burbank Water and Power Board and City Council; implements operational projects, technical systems, and software applications; develops operating procedures to optimize functionality of software applications and technical systems; documents business processes and procedure improvements; understands system dependencies and relationships to determine cause and effect of issues; develops and maintains training curriculum and trains staff accordingly; assists in establishing and monitoring section and employee performance objectives, as well as operating objectives and priorities; interprets and writes functional and technical specifications for technical systems and software applications; prepares statistical and operating reports; assists in preparing the budget; coordinates functions of section with other departments and outside agencies; responds to escalated customer situations and inquiries; represents the Department in claims actions and provides information to the City Attorney's office; assists in interpreting and applying internal policies, as well as City, State, and Federal policies, laws, and regulations; promotes City programs and services; supervises, trains, and evaluates personnel; makes recommendations regarding hiring, promotion, and transfer; recommends disciplinary action up to and including termination.

#### **MINIMUM QUALIFICATIONS**

##### **Employment Standards:**

- Knowledge of - principles of customer service and customer retention; management and supervision techniques, methods, and processes; laws, methods, and practices of credit and collections; utility billing procedures; basic governmental budgeting; basic systems configuration design and business function analysis related to customer information systems; proper English usage, spelling, grammar, and punctuation in order to effectively perform the essential functions of this classification (this is not a language restriction as defined in California Government Code Section 12951).
- Skill in –computer software applications; computer billing applications; database use; working with a team to make products and services better and more scalable; creatively problem solving difficult situations; helping customers and team resolve customer service delivery challenges.
- Ability to - inspire a customer centric team culture that values diversity and encourages growth; plan, organize, and direct the work of others; develop training curriculum and train others; foster an environment that adapts to changing technologies; conduct complex research, analyze data, and solve complex problems; understand, interpret, and apply a wide variety of policies,

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procedures, laws, and regulations; write functional and technical specifications; exercise initiative and independent judgment to resolve problems; create and manage projects, processes, services, and programs; tactfully and effectively handle highly emotional and volatile customer relations situations; maintain confidentiality; perform mathematical computations; communicate effectively, both orally and in writing; establish and maintain effective working relationships.

**Education/Training:** Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance as determined by the City. Example combination includes, but is not limited to a Bachelor's Degree in business or public administration, accounting, or a related field and five years of recent experience in utility, business, administrative, or customer service work, including two years in a supervisory capacity and 1 year experience in information technology or related field.

### **SUPPLEMENTAL INFORMATION**

A valid California "C" driver's license or equivalent may be required at time of appointment.