

CITY OF BURBANK

MANAGER CUSTOMER SERVICE OPERATIONS

DEFINITION

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

ESSENTIAL FUNCTIONS

Manages and directs activities of a customer care section including: billing, call center, cashiering, credit, collections, mail center, payment processing, field services, public information programs, and technology applications; evaluates programs, services, and procedures; identifies opportunities to improve service delivery to customers; conducts complex research and analysis; prepares written reports and makes presentations to a variety of audiences including, but not limited to, the Burbank Water and Power Board and City Council; develops and manages innovative technological solutions, including resource planning and project management; administers agreements with vendors; coordinates and evaluates work performed by vendors; establishes and monitors operating and employee performance objectives and priorities; develops, implements, and administers programs and projects; promotes City programs and services; prepares and reviews statistical and operating reports; prepares and administers the section's budgets; coordinates functions of Section with other departments and outside agencies; responds to escalated customer situations and inquiries; resolves employee, customer, and operational issues; represents the Department in claims actions and provides information to the City Attorney's office; interprets and applies internal policies, as well as City, State, and Federal policies, laws, and regulations; 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; computer billing applications for municipal services; laws, methods, and practices of credit and collections; governmental budgeting; utility billing procedures; contract negotiation and management; project management; 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.
- Ability to – inspire a customer centric team culture that values diversity and encourages growth; identify and manage risks while acting as an escalation point within the team; plan, organize, and direct the work of others; develop and manage departmental projects, programs, and policy; understand, interpret, and apply a wide variety of policies, procedures, laws, and regulations; exercise initiative and independent judgment to resolve problems; maintain confidentiality; tactfully and effectively handle highly emotional and volatile customer relations situations; adapt

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to changing technologies and learn functionality and application of new systems and technologies; perform mathematical computations; conduct research and analyze data; 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, project management, administrative or customer service work, including three years in a supervisory capacity and 1 year experience in information technology or related field.

SUPPLEMENTAL INFORMATION

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