

MAJOR FUNCTION

This is responsible administrative, technical, and professional public contact work in the planning, directing, and coordinating the activities of customer service for the City of Tallahassee Customer Operations and executive oversight of Transit Services, Star Metro. Responsible for managing the total relationship with the City's customers. Provides a single vision across all City departments for all methods of customer contacts. Provides a comprehensive and authoritative view of the customer experience while creating city-wide customer strategies. Work is performed under the administrative direction of the Deputy City Manager; however, the employee is expected to exercise considerable independent judgment and initiative in the performance of daily duties. Major changes to policies and procedures are subject to the approval of Deputy City Manager. Work is reviewed through analysis of reports, observations, and by results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Plans, directs, assigns, trains, and supervises all activities involved in serving customers for the City of Tallahassee. Primary areas of focus will be centered on responding to inquiries related to utility, general government, and Star Metro services. Identifies trends related to public opinion of the City and its services. Provides executive oversight to all divisions of Star Metro. Administration of parking ticket appeal and collection programs. Prepares and administers budgets. Oversees special studies and grant application and administration. Manages marketing plans and initiatives. Develops quality and productivity improvement capabilities to improve services and effectiveness. Manages the utility escalation responses and electronic support, such as DigiTally and Talgov.com responses. Administers and manages the call routing processing associated with response time for the City. Administers and manages the dispatching operations of Energy Audits, Field Operations and future external sales force. Communicates directly with citizens to discuss or explain policies and procedures and to resolve problems. Creates and maintains an atmosphere and standards of citizen relations that result in citizen satisfaction and confidence in the City government and its services. Directs the Utility Front Counter Operations to ensure the citizens have a public office to conduct utility business. Conducts research and analysis of the transit and customer service industry. Conducts administrative studies on operational and programmatic issues and prepares reports, agenda items, and studies of administrative programs and operations. Recommends the selection, transfer, advancement grievance resolution, or discharge of employees. Conducts performance evaluations, and recommends approval or disapproval of merit increases. Performs related work as required.

Other Important Duties

Develops print advertising for customer service programs and services. May interact with City Manager, City Commission, other departments and agencies, and citizens concerning utility and other service issues. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Thorough knowledge of the City's policies and procedures, services, functions, and organization. Thorough knowledge of utility billing, credit, collections, adjustments, and overall utility customer accounting operations or practices. Thorough knowledge of modern techniques, methods, procedures, principles, and practices of all phases of transit operations and activities. Thorough knowledge of all federal and state rules and regulations concerning mass transit programs and activities. Considerable knowledge of accepted principles of employee relations, and public relations. Thorough knowledge of assigned energy management programs, codes, methods, techniques and practices. Thorough knowledge of utility operations, ordinances, rates, policies and procedures. Thorough knowledge of the sources of technical and marketing information and the methods of

obtaining and using them. Thorough knowledge of effective promotional and public relations activities. Thorough knowledge of the techniques and methods used by the City and other utilities to promote energy conservation. Considerable knowledge of the principles of supervision, training and performance evaluation. Advance call center, front counter and customer operations processes. Ability to analyze workflow procedures and recommend needed improvements. Ability to understand and implement oral and written instructions. Ability to gather information, prepare and make reports, and maintain records. Ability to address civic organizations or other public or private groups on subjects relative to Economic and Community Development programs and projects. Ability to exercise independent judgment and solve complex problems in making decisions in accordance with ordinances, rules, departmental policies and procedures, or other regulations. Ability to communicate effectively, both orally and in writing. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to assign and review the work of employees and provide proper instructions in a manner conducive to improved performance and high morale. Demonstrates interpersonal facilitation and communication skills. Skill in the use of microcomputers and associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration or a related field and ten years professional experience in an organization engaged in the delivery of customer services to the public, or an equivalent combination of training and experience. Four years of the required experience must have been in a supervisory capacity.

Necessary Special Requirement

Possession of a valid Class E State driver's license at the time of application.

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