

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Director of Customer Services	Job Code: 1050
Date: November 28, 2022	EEO Code: OA
FLSA Designation: Exempt	Civil Service Status: Non-Covered

DEFINITION: This is executive direction and administration over the Customer Services Department.

CLASSIFICATION STANDARDS: The single position allocated to this classification is responsible to the Mayor and performs all duties under administrative direction. This work is distinguished by its overall administrative responsibility for comprehensive billing systems and City-wide customer service functions.

ESSENTIAL DUTIES: Direct the employees and work of the Customer Services Department by establishing and implementing procedures in compliance with applicable laws, rules, regulations, and within policy guidelines of the Administration; ensure department managers and supervisors meet production goals and deadlines; hold regular staff and coordination meetings to ensure department objectives are met; ensure appropriate documentation of department activities; prepare departmental budget and monitor and approve departmental purchase orders and expenditures; represent the City in various meetings and on multiple boards.

Provide oversight and executive direction to the City's billing system and City-wide customer service functions; advise and recommend solutions and policy changes to City departments and 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 the City, including conducting customer satisfaction surveys and researching methods to streamline public access to City government and services; maintain current understanding of various City services and develop recommendations on consolidating services if possible; resolve high-level customer disputes; mediate problem-solving efforts between departments and the public.

Administer a professional, comprehensive, and efficient billing system for all City utilities; oversee selection and functionality of the billing system including directing upgrade and enhancement implementation; ensure account information accuracy; oversee field staff usage to connect and disconnect services; administer account receivable procedures including establishing appropriate checks and balances.

Supervise, plan, and coordinate work of assigned personnel including scheduling workload and coordinating workflow; oversee staff training; 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 including hiring and firing personnel; maintain and review all reports, work records, work specifications, and appropriate documentation relating to department; perform other related work as required.

MINIMUM REQUIREMENTS: Bachelor's Degree in Public or Business Administration, Finance, Accounting, or related field and 5 years of professional experience managing a large customer service operations and overseeing a complex variable rate billing system, preferably for a municipal utility **OR** an equivalent combination of job-related education and/or experience [substituting each 1 year of post-secondary education/training for 6 months of experience].

License(s)/Certificate(s): A valid, lawful Driver License is required.

SELECTION FACTORS: ***Knowledge of:*** typical municipal organization and functions; supervisory and management principles, techniques, and methods; accounting and credit collection procedures including applicable laws, codes, rules, and regulations; modern customer service initiatives and functions including current understanding of available software and online programs; appropriate customer service and billing system workflow; operations, functions, technology, and terminology common to utility billing; policies and procedures established for the work system; basic English composition, spelling, and grammar. ***Advanced knowledge of:*** functions, standards, and processes of the City's current utility billing software package. ***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 City departments to enhance the customer experience and eliminate redundancies; practicing trust-building behaviors. ***Ability to:*** plan, organize, and direct major staff functions; develop, submit, and administer a large departmental budget; quickly and accurately perform work; 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 functions.

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: Requires sitting at a computer or desk for long periods 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

11-28-2022

Date

NOTE: The above statements 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.