

MAJOR FUNCTION

This is responsible senior and executive-management work providing leadership, direction, and oversight for one of the following divisions of the Customer Operations Department: Call Center, (front office, back office, contact centers), and utilities, functional business design and deployment organizational management, training, quality assurance, and quality control, field operations, business solutions, energy services, transportation, and technical support for utilities. Successful job performance requires management of a considerable variety of professional and complex work associated with Customer Operations service areas. The incumbents serve on the Department's senior leadership team and exercise considerable independent judgment, discretion, and initiative in carrying out designated responsibilities efficiently and effectively. Work is reviewed through reports, conferences, observations, analyses of reports and recommendations, and by results achieved.

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

Responsible for developing the organization, work plans and procedures and overseeing the operations of an assigned division consistent with the Customer Operations mission, work plans, and objectives. Responsible for ensuring that operational responsibilities are conducted within applicable prudent utility practices, generally accepted customer service practices, and consistent with the City's customer service standards. Participates in the development of the long-term Customer Operations strategic plan and the annual operational plans to support the strategic plan. Oversees and provides leadership and direction for the development of cost estimates, plans, specifications, and schedules for projects within the division. Directs, coordinates, and oversees the purchase, acquisition, and management of contracts and purchases for materials and services to support division projects. Responsible for analyzing, preparing, and administering the division's operating and capital budgets. Manages personnel actions and issues including hiring, advancement, retrogression, dismissal, disciplinary action, training, staff development, and the grievance process, in compliance with city policies and procedures and makes recommendations to the Chief Customer Officer, as applicable. Develops goals and objectives for division staff, conducts performance evaluations, and recommends approval or denial of merit increases. Responsible for reviewing plans and resolving problems in conjunction with top division personnel. Prepares and reviews City Commission agenda materials and represents the division before the City Commission. Represents Customer Operations with the local media, public, customers, and other City Departments. Performs related work as required.

Call Centers Division: Responsible for directing, formulating, administering, and management of policies, procedures, and programs relative to the operations of the Call Centers. Specific areas of responsibility include but are not limited to call centers including front office, back office, and contact centers, technical and project management, energy services, and transportation.

Business Design and Deployment Division: Responsible for directing, formulating, administering, and management of policies, procedures, and programs relative to the operations of the Business Design and Deployment Division. Specific areas of responsibility include, but are not limited to training, organizational management, quality assurance and quality control, project management, new product launch, technical support for utility/customer operations, field operations, and business solutions.

Other Important Duties

Serves as the Chief Customer Officer in his/her absence. Leads cross-functional teams for strategic planning. Attends and participates in conferences and meetings and represents the perspective of the department or the city, as directed. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities, and Skills**

Considerable knowledge in one or more of the department's operational areas such as, but not limited to, call centers including front office, back office, and contact centers, management, transportation, project planning and design, field operations, training, quality control and quality assurance, change management, energy services, and transportation, product management, and new product launch. Considerable knowledge of modern utility, business, and management practices. Considerable knowledge of the principles of supervision, training, and performance management. Through knowledge of financial management issues including, budgeting (operations and capital), project accounting, procurement activities, and cost control/tracking. Knowledgeable in the applicable federal, state, and local regulatory requirements applicable to the area of assignment and other guidelines and rules. Knowledgeable in techniques used in contract negotiations and management for materials and services. Ability to manage multiple high-priority complex issues simultaneously, potentially for long periods. Ability to work under significant pressure and demands while maintaining a professional demeanor. Ability to handle highly complex and controversial issues with tact and diplomacy. Ability to work across division lines, oftentimes seeking output and support from other areas of the organization. Ability to apply sound business practices and guidelines to make decisions based on available information with little or no direct supervision. Ability to prepare or direct preparation of technical reports, analysis, and documents. Ability to communicate effectively both orally and in writing with a wide range of audiences including internal staff, other City departments, the public, customers, regulatory agencies, and the media. Ability to establish and maintain effective working relationships with internal and external stakeholders. Possesses management style and values that are consistent with the City's mission and values. Demonstrates interpersonal facilitation and communication skills. Skill in the use of computers and the programs and applications necessary for successful job performance.

Minimum Training and Experience

Call Center Division: Possession of a bachelor's degree in business administration, public administration, accounting, public relations, or a related field, and seven years of professional experience, in one or more of the following service areas associated with design, operation, and regulation of: customer service/call centers or utilities (gas, water, sewer, electric, waste); or an equivalent combination of training and experience. Three years of the required experience in each of the aforementioned areas must have been in a supervisory capacity.

Business Design and Deployment Division: Possession of a bachelor's degree in business, accounting, finance, management administration, information systems or a related field and ten years of professional experience, in one or more of the following service areas associated with design, operation, or regulation of: customer service/call centers; utilities (gas, water, sewer, electric, waste); or information technology or an equivalent combination of training and experience. Three years of the required experience in each of the aforementioned areas must have been in a supervisory capacity.

Necessary Special Requirement

Must possess a valid Class E State driver's license at the time of appointment.

An incumbent of this job classification may be required to file a financial disclosure statement with the Supervisor of Elections in their county of residence, in compliance with Florida Statutes, Chapter 112, Part III. Such filing is required within 30 days of placement in a covered position, annually thereafter by no later than July 1 of each year in which they serve in the covered position, and within 60 days of leaving the covered position.

Established: 09-21-23