



HUMAN RESOURCES DEPARTMENT

City of Burlington

200 Church Street, Suite 102, Burlington, VT 05401

Voice (802) 865-7145

Fax (802) 864-1777

Vermont Relay: 7-1-1 or (800) 253-0191

SUPERVISOR OF CUSTOMER SERVICES Burlington Electric Department

POSTING DATE: August 21, 2015

DEADLINE TO APPLY: September 2, 2015

PAY RANGE: \$49,849/yr - \$81,722/yr DOE

UNION: NON-UNION

POSITION STATUS: Regular Full Time

NO. OF POSITIONS AVAILABLE: 1

EXEMPT/NON-EXEMPT: Exempt

CLASSIFICATION GRADE: NS5

APPLICATIONS CANNOT BE ACCEPTED AFTER THE DEADLINE DATE

This position oversees the work of and provides leadership to BED's Customer Service staff in the delivery of professional, personal, friendly service to all BED customers.

ESSENTIAL FUNCTIONS:

- Provides the daily direction to and supervision of BED's Customer Service staff.
- Creates call center coverage schedule and monitors call center performance to ensure that BED is providing excellent customer care and complying with Department of Public Service requirements.
- Provides for the complete resolution of customer concerns not fully addressed by Customer Service staff.
- Supports efforts of Director of Customer Engagement and Communications to improve customer service through use of BED's website, social media, and traditional media communications.
- Assists in the development and distribution of customer communications material.
- Assists with media communications concerning customer service issues.
- Supervises Customer Service staff's implementation of customer budget payment plans.
- Supervises Customer Service staff's handling of service terminations and reconnections, including final meter readings, and all forms of financial transactions, including credit card processing.
- Supervises BED's active delinquencies, including the development and implementation of repayment agreements and budget repayment plans for eligible customer classes, disconnections, and reconnections.
- Supervises BED's inactive delinquencies (former customers with outstanding bills), including collection of payments on delinquent accounts and implementation of collection agency process.
- Prepares Customer Service budget and monitors and adjusts expenditure levels as appropriate.
- Assists in hiring of Customer Service staff, including Customer Service Specialist, Customer Service Representatives, and any other members of the Customer Service team.
- Plans and arranges appropriate training for Customer Service staff.
- Works with Customer Service staff to create performance plans with specific goals.
- Evaluates Customer Service staff by analyzing progress against goals and preparing written performance reviews.
- Works closely with Director of Energy Services to ensure that needed support and information is provided to and from the Customer Service staff on energy service topics.
- Assists the Director of Energy Services with modification of current customer programs and with implementation of current and future program.
- Serves as liaison to other BED staff to ensure timely and accurate flow of relevant information between Customer Service staff and other BED teams.
- Represents BED in statewide efforts targeted at making electricity more affordable for low-income customers.
- Develops opportunities to bring customer voices and feedback to BED, with special attention to Burlington's New American communities.

MINIMUM QUALIFICATIONS:

- Two-year degree with a concentration in Business, Marketing, Accounting, or related field required; four-year degree preferred; or the equivalent combination of education and experience.

- Three years of supervisory experience in an industry with direct customer contact required; utility industry experience preferred.
- Experience with customer relationship management and direct customer contact required.
- Excellent written and verbal communication skills, a strong customer service orientation, and demonstrated team-building skills essential.
- Experience with improving customer service performance by continuously identifying, understanding, and adapting outstanding practices, including, but not limited to, internal key performance indicators and customer satisfaction metrics.
- Demonstrated abilities in effective leadership, team building, and ethical behavior, with an ability to nurture and grow camaraderie among Customer Service staff.
- Established record of motivating and empowering employees, coordinating self-managed teams, and leading a customer-focused organization in formulating innovative solutions to problems.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity, and inclusion as evidenced by ongoing trainings and professional development.
- Ability to diffuse and manage customer issues using solid judgment, demonstrating the utmost level of the confidentiality, integrity and trustworthiness.
- Regular attendance necessary and essential to meeting the expectations of the job functions.
- Proficiency with word processing, spread sheets, and database software.
- Demonstrated ability with Microsoft Office suite.
- Experience in digital customer interface, including Web, Facebook, Twitter, and mobile platforms preferred.
- Experience with demand-side management, energy efficiency techniques, and new energy technologies, such as electric vehicles, preferred.
- Familiarity with contract negotiation preferred.
- Must possess a valid driver's license.

To Apply: Submit cover letter, resume, and a City of Burlington Application to: Human Resources Department, 200 Church Street, Suite 102, Burlington, Vermont 05401. To obtain an application or for more information about the City of Burlington, please see our website: www.burlingtonvt.gov/HR .

The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information. The City is also committed to providing proper access to services, facilities, and employment opportunities.

For accessibility information or alternative formats, please contact Human Resources Department at 865-7145.

WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE HIGHLY ENCOURAGED TO APPLY. EOE.