POSITION DESCRIPTION

JOB TITLE: Consumer Services Superintendent    DIVISION: Eastern and Western

REPORTS TO: Assistant General Manager    DEPARTMENT: Administrative Services

EFFECTIVE DATE: September 2012

SUMMARY:
This is an advanced management position responsible for directing the customer relations, business development, and community relations functions of Riviera Utilities. This position serves proactively with strong leadership and ethics to assure timely, professional, and sensitive response to customers and to promote our services.

Essential Duties and Responsibilities:
1. Interprets and communicates Riviera’s mission statement, strategic goals and policies within the department to establish direction and to obtain understanding and commitment by the employees of the department.

2. Develops recommendations regarding departmental organizational structure and staffing to accomplish approved program goals through the most effective and efficient use of available resources.

3. Coordinates with public relations to recommend and monitor the annual work plan and budget for the community relations and customer service functions; prepares regular reports to management to assure coordination and compliance with overall plans and goals and to serve as the basis for re-planning.

4. Coordinates with other Consumer Services Supt. to establish common operating procedures, resolve problems, establish plans and policies, and promote customer service goals. Partners with other departments to develop and coordinate support for customer service programs and promotions, develop common work practices, and discuss customer oriented information.

5. Coordinates with other Department Managers to ensure consistent and efficient operations, work practices, and delivery of services.

6. Develops, implements, and maintains cost-effective management systems to support departmental operations and contributes to improved cost, quality, productivity, and market position for Riviera.

7. Develops and manages customer programs which promotes efficiency and facilitates growth in the system. Coordinates with public relations to manage key accounts through regular contact to ensure customer satisfaction and on-going communication.
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8. Directs all customer services areas which may include customer relations, call center, meter department, cashiers, appliance repair, data processing, customer complaints and the reception of people and phone calls to obtain accurate data and to obtain maximum effectiveness in the pursuit of service excellence.

9. Develops and manages educational, informational, and other programs that promote the wise use of energy.

10. Serves as the primary point of contact for all Consumer Service issues including emergencies or other outage situations.

11. Coordinates programs which enable Riviera to assist in the economic development of its service area; works with local communities and business leaders to generate economic development opportunities.

12. Administers the performance management program and compensation plan for the department; evaluates training needs and selects, transfers, promotes, terminates or disciplines employees; resolves employee grievances and complaints to assure the maintenance of a fully staffed and effective organizational unit.

13. Monitors work flow, work performance, and coordinates work activities between departmental and division operations. Develops employee performance goals and monitors achievement through the annual review process.

14. Prepares reports on customer service and collection activities and recommends changes in order to meet customer service goals and objectives.

15. Maintains effective internal and external relationships to enhance information transfer, productivity and the ability to reach agreement and cooperation.

16. Represents the General Manager as assigned to insure adequate representation of Riviera’s interests.

17. In addition to these responsibilities, may be assigned by the General Manager to perform other duties from time to time.

Knowledge, Skills, and Abilities:

1. Knowledge of personnel and management relations, benefit package, employment regulations and practices.

2. Knowledge of leadership principles and practices such as: authenticity, integrity, humility, motivation, communication, service, influence, recognition, collaboration, and innovation.

3. Knowledge of the community, community leaders and groups, and marketing techniques.

4. Knowledge of Riviera’s customer billing, budgeting, and purchasing practices.

5. Knowledge of computer programs and software for the preparation of reports and policies, to analyze activities, and to improve processes.

6. Knowledge of utility operations, standards, utility billing systems, collections practices, and meter reading technology.
7. Ability to perform mathematical computations using addition, subtraction, multiplication, division, ratios, and percentages.

8. Ability to effectively coordinate available resources (people, supplies, funds, and equipment) to meet the needs of Riviera customers and employees.

9. Ability to handle multiple tasks at the same time, organize work, and manage demands of the job.

10. Ability to effectively communicate with others in writing through emails, letters, reports, and other documents.

11. Ability to effectively communicate orally with employees, customers, and general public one on one and in large groups (presentations). This includes the ability to relay technical information related to Riviera services to a broad range of individuals in sometimes stressful circumstances.

12. Ability to read and comprehend a variety of documents, plans, budgets, policies, professional literature.

13. Ability to listen to others, obtain information, identify issues, and respond in a professional and positive manner.

14. Ability to analyze data and reports, conduct research, and develop solutions. This includes being able to analyze information about work processes to ensure the most efficient and effective resolution to issues and serve the customer.

15. Ability to gather and understand technical information from a variety of sources in order to relay it to different individuals and groups about Riviera services.

16. Ability to coordinate with individuals and resources, directing, motivating, and supervising people, and evaluating performance. Includes the ability to identify strengths and weaknesses in applicants and employees, select the right individuals for hire and promotion, and support the development of employees.

17. Ability to schedule employees and delegate work effectively among personnel.

18. Ability to work with individuals of all backgrounds and temperaments under different and sometimes difficult circumstances to resolve problems, market services, and plan for improvements.

19. Ability to exercise discretion and use sound judgment in dealing with people and confidential information.

20. Ability to access, maintain, and secure confidential information regarding customers and departmental operations.

21. Ability to interpret and understand financial documents and initiatives to ensure fiscal financial responsibility.

22. Ability to operate office equipment.

23. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
24. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

25. Ability to evaluate and recognize hazardous situations and respond and notify others appropriately.

26. Ability to have regular and predictable attendance at work.

**Work Environment/Physical Demands:**

Office working conditions with occasional work outside normal working hours may be required. Occasional travel required to represent Riviera at training and information meetings of allied organizations and professional groups.

Lifting 10 lbs. maximum and occasionally lifting and/or carrying such articles as computer printouts, notebooks, ledgers, small tools, etc. Walking and standing are required only occasionally. Reaching, handling, fingering, feeling, talking, hearing, and seeing are also required.

**Minimum Qualifications:**

A Bachelor’s degree from an accredited college or university with a major in business administration, management, marketing or a related field is required. A minimum of eight years’ experience in a progressively responsible customer service, billing, collections, or marketing position is required, preferably with a consumer-owned or publicly-held utility system. A minimum of three years’ experience in managing the work of others and maintaining effective relationships, both within and outside the organization, is required.

Position requires experience and training in leading and managing others. Ongoing training and education is required for positions requiring employee management. An equivalent combination of education and related experience will be considered. Must possess or be able to obtain a valid driver’s license within 60 days of employment.