TITLE: DIRECTOR OF CUSTOMER SERVICE AND BUSINESS DEVELOPMENT  DATE: JANUARY 2014

POSITION DESCRIPTION

Department: Customer Service & Business Development  Salary Grade: 67
Reports to: General Manager  FLSA Status: Exempt
Pre-employment Testing: Drug and health screening prior to contingent offer
Position Testing: Problem solving, DISC personality, leadership skills

DUTIES SUMMARY

Under general direction, researches changes and innovation within the industry and is responsible for the operations of the Customer Service, Energy Services, Marketing, Sales and Business Development efforts of CFU; and performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS

Extensive leeway is granted for the exercise of independent judgment and initiative. Strong leadership and excellent interpersonal skills required, ability to motivate and influence others; ability to think creatively and strategically; have excellent judgment and ability to work in a fast paced changing environment; superior written, presentation, and oral communications skills required.

EXAMPLES OF ESSENTIAL DUTIES

Researches industry updates through professional journals, news sources, internet and market research data reports and provides the department and general manager with innovative products and services to increase company revenue.

Responsible for objectives, plans and specific activities to be pursued in each area of responsibility described in the CFU Strategic Plan; Makes strategic and operational recommendations that concern customer and energy service, marketing and sales, and business development.

Responsible for key contracts and agreements; responsible for business development and commercial sales and service; responsible for Cable TV content, re-transmission agreements, cable sales and marketing.

Responsible for organizational marketing strategy and education of the public in utility, customer service and energy matters; responsible to position CFU in the community as a trusted provider of essential services.

Develops and leads the vision for customer service and customer experience; Responsible for building a superior service organization exceeding customer expectations, overseeing the management of customer accounts and customer issues.

Responsible for developing and implementing energy efficiency methodologies, systems and processes to improve service and decrease customer costs; responsible for developing
opportunities to serve the residential and commercial customers of CFU while reducing CFU power purchase needs.

Assure that each department has the staffing and resources necessary to meet its goals and objectives.

Responsible for maintaining a positive work atmosphere by acting and communicating in a manner that promotes positive relations with customers, co-workers and management.

QUALIFICATIONS MINIMUM

Knowledge of: CFU products, policies and procedures; Regulations concerning consumer rights; competencies relating to marketing products, customer service, teamwork, motivating, effective communication, coordinating projects, planning and listening.

Ability to: Effectively manage people, make quick decisions when necessary and utilize problem solving techniques; utilize computer databases and software in researching industry trends; carry out work assignments as instructed; communicate effectively orally and in writing in daily operations, multi-task and maintain positive employee relations; establish and maintain cooperative work relationships with those contacted in the course of work.

EDUCATION: Bachelor’s Degree in Business, Marketing, Accounting, Engineering or related field.

Experience: Five (5) years leadership experience and ten (10) years customer service experience.

Certifications/License: None.

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS – Work involves sedentary to light work in an office setting. There is frequent need to stand, stoop, walk, sit, lift light objects (up to 10 pounds) and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

The preceding duties have been provided as examples of the essential types of work performed by positions within this job classification. Management reserves the right to add, modify, change or rescind work assignments as needed.