POSITION DESCRIPTION
GENERAL MANAGER, CUSTOMER CARE DIVISION

Position Title: General Manager, Customer Care Division
Department: Utilities
Reports to: Director of Utilities
Contract: Non-Union
FLSA Status: Exempt
Approved By: Director of Utilities
Approval Date: July 1, 2008

SUMMARY

The General Manager, Customer Care, under the direct supervision of the Director of Utilities, is responsible for ensuring that all Customer Service and Help Desk entities represent the “at your service” philosophy which is key to all customer relationships and safeguards the accuracy and timeliness of customer information systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Perform work in accordance with applicable Federal and State safety regulations as well as Groton Utilities and Thames Valley Communications, Incorporated Safety Manuals and maintains conformance with regulatory and permit requirements.

2. Responsible for the overall customer relations for Customer Care Division in Groton Utilities which includes Groton Utilities Customer Care, Meter Reading responsibilities and Thames Valley Communications and Help Desk support. This position will expand to include any and all customer care responsibilities of any additional enterprise ventures undertaken by Groton Utilities and Thames Valley Communications.

3. Responsible for the budget submission of Customer Care Division and oversees the financial performance including revenues and expenses. Must maintain a current knowledge of how revenues are generated, rates, metering and usage profiles of our customers.

4. Ensures that Customer Care Division employees comply with legislative, regulatory and market conditions. Monitors changes to protect the financial and operational integrity of all Customer Care organizations within Groton Utilities and Thames Valley Communications.

5. Ensures customer satisfactory survey results across the Customer Care Division.

6. Oversees the timeliness and accuracy of the monthly billing cycle and revenue reporting documentation.

7. Fosters and maintains a proactive environment to ensure that all employees within the Customer Care Division promote a positive public image.
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8. Directs, prepares, establishes and enforces operational and administrative policies and procedures for the Customer Care Division.

9. Establishes goals and objectives for the Customer Care Division to ensure that all customer interactions are handled in a timely, professional manner.

10. Manages the activities and employees involved in the Customer Care Division, customer accounting and the credit/collections functions.

11. Directs the preparation of collection policies for all customers and reports the collection progress to the Director of Utilities as required.

12. Manages all collection agency accounts. Represents the Groton Utilities Department in a professional and unbiased manner when dealing with customers, outside agencies and the general public.

13. Directs the resolution of claims and complaints.

14. Collaborates with the City Attorney on receiverships and collections of past due gas, water, electric, cable television and Internet accounts.

15. Identifies opportunities to provide additional value-added services to customers.

16. Develops and maintains a five-year business plan.

17. Participates in the strategic planning efforts for the Groton Utilities Department and associated businesses.

18. Plans and forecasts personnel requirements, organizational changes and budget requirements.

19. Interprets financial and operational reports and determines from financial trends and operating data the need for procedural or policy changes and executes same to provide for the efficient continuity of service to all classes of customers.

20. Establishes and maintains effective working relationships with peers, superiors, subordinates, associates, officials of other agencies and the general public. In-depth knowledge of State and local laws, ordinances and codes pertaining to the Customer Care Division.

SUPERVISORY

21. Interviews, hires and trains employees; supervises, plans, assigns and directs work; conducts performance appraisals; provides counsel to employees on technical and human relations problems; rewards and disciplines employees; ensures employees are properly trained in customer service techniques, practices, safety and customer service relationships.
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22. Performs all other duties as may be assigned.

EDUCATION AND/OR EXPERIENCE

Bachelor of Science degree in business, marketing, sales or customer relations preferred.

A minimum of ten (10) years experience in business, marketing or sales.

A minimum of five (5) years experience in telecommunication, cable, television, electric, water or natural gas industry or related field.

Local management association membership.

Active participant in American Water Works Association or American Public Power Association Customer Service Committee.

Active participant in National Cable Television Cooperation and other appropriate CATV industry organizations.

QUALIFICATIONS

An individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must be motivated and display initiative. In-depth knowledge of Microsoft Word hardware and software applications. Efficient work habits, timeliness and accuracy required.

LANGUAGE SKILLS AND ABILITIES

Must be able to speak effectively before groups of residents and/or employees.

Must be able to write clear and concise documentation for internal and external use.

Strong written and oral communication skills required.

Ability to establish and maintain effective working relationships with superiors, subordinates, associates, officials of other agencies and the general public.

Presents a polished and professional image of the Customer Care Division to customers, prospective new business clients, suppliers and contractors while developing an exceptional customer service focused business.
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PHYSICAL DEMANDS
The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this position. The employee is frequently required to sit, stand, walk, talk, listen, hear, use hands and fingers to operate office equipment and reach with hands and arms. The employee must occasionally lift or move up to ten (10) pounds. Specific vision abilities required for this position include close vision and the ability to adjust focus.

WORK ENVIRONMENT
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee will be located in an office environment with normal noise level. The employee will occasionally travel to other sites to meet with customers.

I have read and understand my position description.

________________________________________________________________________
EMPLOYEE’S SIGNATURE DATE