

**MAJOR FUNCTION**

This position involves critical professional responsibilities centered on overseeing, diverse functional units within the Customer Operations Department. These units may encompass areas such as customer services, billing operations, and many other specialized areas. The incumbent is expected to apply extensive expertise in relevant functions. This position typically, though not always, involves supervisory responsibilities, including the oversight of supervisors within various functional units of the Customer Operations Department. While receiving general guidance from higher management, the role demands substantial independent judgment and initiative. Performance is evaluated through conferences, work analysis, reports, and observation of accomplished results.

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

Leads and guides one or more functional areas, including but not limited to the Utility Contact Center, Transportation Contact Center, Walk-In Unit, Commercial Utility Services Unit, Credit and Collections Unit, Utility Billing and Customer Programs Unit, Energy Services Unit, Quality Assurance & Quality Control, and Training Units ensuring their effective response to a diverse range of internal and external customer service requests. Keeps track of and documents the performance of supervisory unit staff, oversees performance evaluations, recommends, and administers disciplinary actions as necessary, establishes team/unit goals and objectives, evaluates processes, and implements improvements where required. Recommends decisions regarding the hiring, transfer, promotion, discipline, grievance resolution, or discharge of employees.

Collaborating with cross-functional teams, the Customer Operations Manager plays a critical role in improving service delivery for the City of Tallahassee's municipal utilities and other programs administered by the department. By cultivating a culture of continuous improvement, the manager stays connected to the unique needs of the local customer base and responds to trends in the community. Serving as a bridge between frontline staff and senior management, the Customer Operations Manager ensures a unified effort in reaching the City of Tallahassee's strategic goals of upholding high standards of service excellence.

**Other Important Duties**

Undertakes special projects as assigned and participates in ad hoc committees as needed. May take lead coordination role between City Manager's Office, different utility departments, and Customer Operations. The coordination extends to serving as a liaison between nursing institutions and Customer Operations Performs related work as required.

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

Possesses a thorough understanding of customer service operations, management principles and practices. Demonstrates knowledge in utility billing, credit, collections, adjustments, and overall utility customer accounting operations Capable of exercising independent judgment to solve complex problems and make decisions in alignment with rules, departmental policies and procedures, or other regulations. Shows considerable expertise in the principles and practices of supervision, training, and performance evaluation. Possesses a strong grasp of accepted principles of employee relations and public relations. Can interpret organizational problems and recommend appropriate solutions. Demonstrates effective communication skills, both orally and in writing. Skilled in establishing and maintaining productive working relationships as required by the job. Able to assign and review the work of employees, providing clear instructions conducive to improved performance and high morale.

Minimum Training and Experience

Possession of a bachelor's degree in accounting, business administration, finance, behavioral science, public administration, public relations, or a related field and five years of experience that includes customer billing, cash receipts and control, accounting, credit and collections, or utility (electric, gas, water, sewer, cable television, or telephone) customer service; or an equivalent combination of training and experience. Two years of supervisory experience is required and may be part of any of the aforementioned experience or in any other work area.

Necessary Special Requirements

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

Individuals in this classification are considered essential during emergency and storm situations and must be able to work extended periods and may be required to be away from their families.

Established: 11-02-13  
06-10-17  
12-08-23