

GUYANA WATER INCORPORATED

JOB DESCRIPTION

JOB TITLE:	Customer Relations Manager
LOCATION:	Head Office
REPORTS TO:	Head, CS&CR
SUPERVISES:	Supervisory responsibilities: acts as a first and second line supervisor for Call Centre and Customer Services Staff respectively
LIAISES With:	Directors, Regional Managers, Revenue Manager, other Manager of Units

Purpose and Scope of Duties:

The incumbent in this position will manage and participate in the development and implementation of goals, objectives, policies, and priorities for assigned programs within Customer Services, recommend and administer policies and procedures.

The position will also oversee and participate in the development and administration of the division's annual budget; participate in the forecast of funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement adjustments.

Main Duties and Responsibilities:

- Manage the Call Centre and all inbound customer interactions over the phone and other web based tools such as Facebook, and text messaging
- In collaboration with the Public Relation Unit manage the outbound notifications regarding outages, bill delinquencies to customers
- Plan, direct, coordinate, and review the work plan for customer service staff; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.
- Manage the queries by customers of daily operations of the utility billing system; ensure the accuracy of water billing and meter reading services.

- Oversee purchase of all necessary equipment and supplies necessary for the operation of the Customer Services division.
- Select, train, motivate, and evaluate customer service personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Oversee and participate in the development and administration of the division's annual budget; participate in the forecast of funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement adjustments.
- Serve as the liaison for the Customer Services Division with other divisions, departments, and outside agencies; negotiate and resolve sensitive and controversial issues.
- Serve as staff on a variety of boards, commissions, and committees; prepare and present staff reports and other necessary correspondence for GWI Management consideration.
- Conduct a variety of organizational studies, investigations and operational studies; recommend modifications to customer services programs, policies and procedures as appropriate.
- Attend and participate in professional group meetings; stay abreast of new trends and innovations related to the fields of customer services, utility billing, parking citations, and business tax.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints
- Collaborate with all Regional Managers and act as the second level supervisor for all customer staff in the regions
- In collaboration with the Director of Operations monitor the Level and quality of Service of all regions and ensure that Call Centre staff are informed at all times
- Perform related duties as required.

QUALIFICATIONS AND EXPERIENCE

A Master's degree in any Social Science or Administration, plus 3 years relevant experience

OR

A Bachelor's Degree in Management or Economics, plus 5 years' experience in a similar capacity

MANAGERIAL COMPETENCIES:- The incumbent must have the skills to

Facilitate methods and techniques of time management

Focus on principles and practices of GWI and the tariff schedules issued by the Public Utilities Commission

Oversee and participate in the management of a comprehensive customer service program.

Oversee, direct, and coordinate the work of lower level staff. Select, supervise, train, and evaluate staff. Interpret and explain GWI policies and procedures of related to areas of assignment.

Participate in the development and administration of division goals, objectives, and procedures. Prepare and administer large program budgets.

Do Research, analyze, and evaluate new service delivery methods and techniques.

Formulate and implement long range strategic plans. Interpret and apply local policies, laws, and regulations.

Communicate clearly and concisely, both orally and in writing. Establish and maintain effective working relationships with those contacted in the course of work

Functional Competencies: - The incumbent must have the ability to

Prepare clear and concise administrative and financial reports. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Operate office equipment which includes computers and supporting word processing systems, spreadsheet, database, and other specialized applications related to area of assignment.

Adapt to changing technologies and learn functionality of new equipment and systems.

Perform information services system troubleshooting as required.

Understand operational characteristics, services and activities of a comprehensive customer service program.

Understand Level of service tools as it relates the customer database and the distribution system

Understand the Distribution Network and infrastructure for both water and sanitation

Understand all laboratory reports as it relates to the customer database

Understand Principles and practices of accounting.

The above statements are intended to describe the general nature and the level of work performed by people assigned to this position. They are not intended to be construed as an

exhaustive list of all job duties performed by the job holder. Management reserves the right to revise or amend duties at any time.

Agreed By:

Employee

Name

Signature

Supervisor:

Name

Signature