

COMMUNICATIONS CUSTOMER SERVICE MANAGER

PURPOSE AND NATURE OF WORK

Position is responsible for formulating and implementing procedures and practices in delivery of services and billing of such services to the customers of LUS Fiber. Position manages the Communications Customer Service Division through the Communications Customer Service Supervisors. Work is performed with considerable independent initiative and judgment under the general supervision of the Director of Communications.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Establishes and administers procedures and practices to be used in delivering services to customers and in collecting revenue. Provides administrative and supervisory support for the section supervisors. Leads, coaches, and participates in the development of training for Communications Customer Service Representatives. Coordinates work assignments within the divisions to maintain and improve efficiency of operation and submits reports on the activities of the divisions as required. Handles any difficult complaints or problems which cannot be resolved by subordinates. Interprets or explains laws, regulations, and policies and procedures the general public and to those individuals with whom problems have arisen. Prepares and analyzes reports and compiles data as needed and as requested by LUS Fiber management. Oversees the hiring, evaluation, discipline, and dismissal of employees. Prepares and justifies budget for the divisions. Oversees ordering of supplies, scheduling of maintenance or repairs, and ensuring of security for customer service locations, which may involve working after regular business hours.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

Thorough knowledge of communications services bundles, deposits, rates, billing methods and application process.

Thorough knowledge of and ability to effectively use available resources to meet customer needs.

Ability to formulate, organize, and implement procedures and practices to deliver services in a timely and efficient manner.

Ability to create or supervise the preparation of analytical reports.

Ability to prioritize, multi-task, and manage time effectively.

Ability to deal with people in a courteous, tactful and effective manner.

Ability to establish and maintain productive working relationships with employees and the general public.

Ability to lead, coach, and motivate Communications Customer Service Representatives, directly and through effective direction of supervisors.

DESIRABLE TRAINING AND EXPERIENCE

Bachelor's degree in business administration or related field, and substantial supervisory and customer service experience; or an equivalent combination of training and experience.