

THE YORK WATER COMPANY
Job Description

JOB TITLE: Senior Customer Experience Manager

EXEMPT: Yes

DIVISION: G & A

DEPARTMENT: Customer Service

LOCATION: Main Office and other facilities as
necessary

REPORTS TO: Vice President-Customer Service

PREPARED BY: Human Resources

DATE: July 2023

APPROVED BY: Chief Administrative Officer

DATE: July 2023

SUMMARY: Responsible for ensuring all employees provide the best-in-class customer experience for every customer. Responsible for developing and implementing strategies to enhance the overall customer experience, with the goals of increasing engagement, driving customer satisfaction, and improved operational efficiency. The Senior Customer Experience Manager will work closely with cross-functional teams to ensure customer needs are met at every stage of the customer journey. Responsible for development, implementation, and control plans for long-range operations. Responsible for process improvements to the company-wide customer experience. Prioritizes most critical activities to assure the highest levels of customer satisfaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Responsible for the training and development of Customer Service personnel.
2. Develop, implement, and support training strategy and initiatives including delivery methods, facilitators, and courseware, to meet the training and developmental needs of the department for customer service systems, procedures, and differing customer expectations.
3. Responsible for efficient handling of all customer inquiries received by the company.
4. Identify, establish, communicate and implement key performance indicators to meet customer-related performance requirements and an efficient customer experience.
5. Ensure alignment of department training, coaching and development initiatives with organization-wide objectives, requirements, policies and procedures.

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6. Research and assess applicable market trends, new and emerging technologies, system application changes, and make recommendation(s) to improve level of service and accomplish organization-wide business plan objectives.
7. Collaborate interdepartmentally and cross-functionally to integrate the necessary process and technological changes for improvement of the customer experience.
8. Create and maintain a working environment that motivates high performance, recognizes and rewards individuals and teams, and results in employee commitment to performance and a culture of employee empowerment.
9. Continually evaluate the performance of each employee and provide in the moment, as well as annual feedback, to drive results.
10. Address and resolve all personnel concerns or issues in a timely and effective manner, partnering with department Supervisor(s) and Human Resources effectively.
11. Respond to and satisfy inquiries that require a higher level of judgment. Excellent communications skills (oral and written) are required and will be used with all company stakeholders, to include customers, employees, and regulators.
12. Assume all supervisory responsibilities and decision-making authority for department operation in absence of VP, Customer Service. Ensure decisions are made in accordance with Company policy that are beneficial to the Company's interest and resolution of matters, and which may eliminate PUC complaints.
13. Develop and maintain relationships with external stakeholders and partners to include municipal leaders, regulators, and vendors.
14. Forecast performance metrics and develop/implement models to meet the forecasted level of demand. This includes but is not limited to maintaining historical data to develop forecasts, analyzing and interpreting customer queries and reports and related data to ensure information accuracy.
15. Understand and collaborate with the company's billing department to stay informed, avoid, and resolve customer complaints while remaining compliant with company tariff and regulatory requirements.
16. Ensure timeliness and accuracy of customer billing through management of company's meter reading process.

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17. Work within approved budget; Develop and implement cost-saving measures: Conserve organizational resources.

18. Consistently demonstrate positive and professional behavior with all stakeholders of the Company including employees.

19. All other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

- Responsible for the performance of Customer Service function of the Company, in collaboration with other departments and company personnel.
- Ensure compliance with all organizational personnel policies.
- Recruitment, hiring, onboarding, and training of personnel.
- Responsible for planning, assigning, and appraising work performance.
- Responsible for addressing performance concerns, complaints and resolving problems.

QUALIFICATION REQUIREMENTS:

EDUCATION and/or EXPERIENCE:

- Bachelor's Degree in Business Administration, Management or equivalent; and at least five years of relevant experience with a proven track record to meet or exceed goals.
- Self-starting, innovative, and inspirational leader with exceptional management skills and attention to detail.
- Must have experience with call center technology, metrics, regulatory requirements and constraints, and experience with solving complex issues through process improvement.
- Experience managing a call center environment is preferred, but not required.

OTHER SKILLS:

- Excellent communication and presentation skills, both written and oral.
- Ability to prioritize and manage multiple projects and meet deadlines.
- Ability to work under stress and be able to work additional hours in order to meet deadlines.
- Ability to synthesize information and data, and concisely communicate that to others.
- Ability to apply logic and reasoning to solve complex issues.
- Proficient use of standard office equipment, ERP systems, and computer software, to include Microsoft Office Suite products.

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PHYSICAL DEMANDS:

- Ability to walk, sit, stand; occasionally required to stoop, kneel, crouch.
- Required to sit for extended periods of time.
- Required to talk, hear, and see. Vision requirements include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus and differentiate between colors.
- Ability to ascend and descend stairs.
- Occasional lifting of up to 25 lbs.
- Dexterity is mandatory as this job requires frequent use of hands and fingers, including keystrokes on computer and keyboard and calculator.
- Proficient use of Microsoft Office Suite, and ERP systems

WORK ENVIRONMENT:

- The position primarily works in an office environment, seated at a desk for extended periods of time.
- Frequent and ongoing interaction with customers and other employees.
- The noise level in the work environment is usually moderate.