

Salary Schedule	MOU	Benefits
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City of Alameda
Code No. 7617
Approved by CSB
7/1/09

SENIOR CUSTOMER PROGRAMS COORDINATOR

DEFINITION

Under direction performs a variety of advanced program work within the Customer Resources Division supporting defined initiatives including customer satisfaction, programs, communication and business processes; performs other related work as required.

DISTINGUISHING FEATURES

Senior Customer Programs Coordinator – This is the advanced level class in the series. Positions allocated to this class exercise a high degree of responsibility for specialized research, analysis and program administration. The emphasis of the work and the specialization required is dependent upon the specific business initiatives undertaken within the organization. Work in the class is distinguished from that of lower classes by the level of responsibility associated with assigned duties; may provide lead functions on a program and project basis.

EXAMPLES OF DUTIES

1. Plans, organizes and coordinates various programs, projects, and services involving customer contact, satisfaction, programs and business processes; may administer or manage specific projects, programs and/or services; recommends and assists in the implementation of improved programs and services and administrative methods.
2. Performs a full range of duties including those requiring the application of financial and technical knowledge and skills related to various municipal power business systems.
3. Analyzes and reviews business processes and procedures for potential improvement.
4. Develops customer and business models consistent with strategic organizational goals and objectives.
5. Participates in the design and implementation of programs and activities; develops, distributes and analyzes customer satisfaction and retention surveys; collects and interprets data and prepares reports.
6. Acts as primary point of contact with key business customers in order to establish and maintain a personalized business relationship for the purpose of identifying customer issues and needs.
7. Coordinates development of new policies/programs to respond to Key Account needs; seeks alternative solutions to difficult problems; adjusts strategy to meet changes in customer conditions.
8. Maintains awareness of political implications of situations and events; analyzes market changes and/or community development to determine new business opportunities.
9. Investigates complaints and recommends corrective action as necessary to resolve complaints.
10. Assist to organize and participate in community events.
11. Monitors program and project progress and compliance with applicable regulations.
12. Develops and organizes web site content.
13. Provides technical assistance to other divisions, departments, organizations, citizen groups, businesses, etc.
14. May prepare documents for grant applications and administration.
15. May coordinate support staff work activities and determine work priorities and methods; provides lead direction and training for support staff on a program and project basis.
16. Performs related duties as assigned.

EMPLOYMENT STANDARDS

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited four-year college or university with major course work in business or public administration or a related field.

Experience: Five years of increasingly responsible professional experience in customer relations, and/or business process re-engineering; experience with utilities, utility customer program development and implementation; business outreach and recruitment programs.

Knowledge

Knowledge of customer relations theories, principles and practices and their application to department programs and/or services; principles and practices of public relations and customer service; principles, practices and techniques of effective change management and business process development and implementation; principles and procedures of record keeping, business letter writing and basic report preparation; public speaking and presentation skills using a variety of media; governmental organization and operation; program and project planning and administration; residential, commercial, and industrial business needs; business mathematics; correct English including spelling, punctuation and grammar; personal computers including hardware and software applications related to the work; effective methods of communication both oral and written; effective methods of lead supervision; applicable technical information and aspects of the electrical utility industry.

Abilities

Ability to effectively perform advanced professional work involved in the customer contact and business process analyses and development; respond to requests and inquires from the general public; excellent writing skills, establish priorities, meet deadlines and handle multiple projects; research, analyze and evaluate programs and services, trends and business processes; exercise independent judgment and work with minimum supervision; work independently or on a team; communicate clearly and concisely, both orally and in writing; supervise, train and evaluate assigned staff; establish and maintain effective working relationships with those contacted in the course of work; operate computers as required by the work including research, memorandum and report preparation, desktop publishing, PowerPoint presentations, graphic design and web site management; establish effective client relations; assess client and/or customer needs; perform both complex and routine administrative work with speed and accuracy; analyze, interpret and apply complex technical data and information; interpret and apply established policies, procedures and codes and regulations; draw valid conclusions and project consequences of decisions and recommendations; perform mathematical and statistical calculations; establish and maintain accurate records; establish and maintain effective working relationships with employees, public officials, other departments and agencies, businesses, and the general public; use initiative and exercise independent judgment; plan, assign, oversee and review daily work of assigned staff; provide lead direction and training to assigned staff.

Other Requirements

Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.

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CL: Human Resources Department

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4/23/2013