

MANAGER OF CUSTOMER EXPERIENCE AND DIGITAL SOLUTIONS

Applications are invited from interested and suitably qualified individuals for the position of **Manager of Customer Experience and Digital Solutions**, FortisTCl, Providenciales.

Description

- The Manager of Customer Experience and Digital Solutions role is to plan and manage the day-to-day customer support functions including call center, billing, collections, and customer experience across all service territories and to support and promote a frictionless customer experience, ensuring that the needs of the customers are met or exceeded and service standards are achieved.
- The incumbent will also evaluate and develop business improvements or technologies to improve effectiveness and efficiency of the customer experience.

Main Duties & Responsibilities

- Assist in accomplishing customer service people objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counselling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; developing and enforcing policies and procedures.
- Achieve customer service objectives by contributing customer service information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing productivity, quality, and customer-service standards; resolving problems; completing audits; identifying customer service trends; determining system improvements and implementing changes.
- Ensure customer service standards, policies and procedures are consistently adhered to throughout the Service Territories.
- Develop operations guidelines, performance metrics and reporting, scripts and standards as well as functional requirements of customer service staff.
- Meets customer service financial objectives by forecasting requirements; assist in preparing monthly/ periodic reports and an annual budget; scheduling expenditures; analyzing variances and initiating corrective actions.
- Research and assess various technologies and innovative solutions to improve services for internal and external customers.
- Assist in the development and enhancement of digital tools to help increase customer service delivery throughout the service territories.
- Assist with the development and implementation of a Customer Analytics Framework for the Department.
- Assist with leading the Company to align with International Customer Service Standards.
- Support the Customer Engagement Committee in the objectives outlined in the Charter.
- Make presentations to Management Team, Board of Directors, Media and other stakeholders as necessary.
- Other Responsibilities which may be assigned.

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Main Duties – continued

CUSTOMER CARE:

- Assist with customer service requirements by maintaining contact with customers; conducting surveys; benchmarking best practices and analysing information from various sources.
- Improve customer service quality results by studying, evaluating, and re-designing processes that includes but limited to customer payments, service requests, credit control and billing.
- Monitor customer usage of kiosk, web portal and other customer facing technology.
- Improve and communicate service metrics; monitor and analyse results and implement changes.
- Investigate Customers' issues and complaints and provide appropriate course of action.

BILLING:

- Review and approve billings for all islands.
- Prepare various reports and analysis in regards to customer billing and consumption patterns.
- Assist in identifying meters for further investigation per policy.
- Review and approve customer adjustments prior to processing per the Delegation of Authority Policy.

CREDIT CONTROL:

- Review and approve all service disconnections in accordance with policy.
- Ensure that receivable metrics are in line with agreed upon targets.
- Ensure that the collections process is escalated up to and including court action if required.
- Ensure that receivables balances are accurately and realistically reflected.

METERING:

- Assist with recovery of revenue protection matters in order to ensure the best outcome.
- Assist with the implementation of the Energy Audit Program.

Academic/Technical/Management: Experience and Qualifications:

- Bachelor's Degree in any business related course.
- At least 5-years working experience related to utility customer service and the information technology field.
- Sound understanding of database management systems
- Proficient in Microsoft Word, Excel and PowerPoint.
- Action & Results Focus – Initiating tasks and focusing on accomplishment.
- Customer Focus – Attending to the needs and expectation of customers.
- Managing Performance – Ensure superior individual and group performance

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Abilities, Skills, Experience, Aptitude & Judgement:

- Able to possess and demonstrate the following abilities and strengths: Customer Service, Process Improvement, Decision Making, Managing Processes, Staffing, Planning, Analyzing Information, Problem Solving, Developing Standards, Call Center Experience, and Emphasizing Excellence.
- Exceptional organizational, coaching, mentoring, leadership and planning skills.
- Active team player, confident, and resourceful.
- Excellent communication, listening, and writing skills.
- Matured individual who values honesty and integrity.
- Exceptional multitasking skills; able to meet strict deadlines.
- Experienced liaison-builder with external and internal stakeholders and staff at all levels.

Salary is commensurate with experience and qualifications.