

**CITY OF AURORA
JOB DESCRIPTION**

**JOB CODE: 215
SALARY GRADE: E16
EFFECTIVE: 2/1/2020**

CUSTOMER RELATIONS MANAGER

Definition

Under the direction of the Chief Community Services Officer Director, the Customer Relations Manager manages the City's customer service function and facilities. Administers systems, personnel, and general operations dedicated to customer contact and response, involving telephone, internet, and other media. May also oversee the handling of confidential information.

Equipment/Job Location

The position requires the use of various office equipment including a computer, telephone, copy machine, and fax machine. Normal office environment where there is no physical discomfort or exposure to hazards.

Essential Functions of the Job

1. Develops and maintains a centralized and integrated customer service delivery system which minimizes the need for multiple customer contacts and optimizes customer satisfaction.
2. Oversees a multi-shift customer service operation housed in one or more locations of the City.
3. Supervises the division's customer service personnel and is responsible for proper scheduling to assure adequate and timely coverage of customer contacts.
4. Identifies training needs and arranges for regular training and re-training of division personnel and coordinates with Human Resources for city-wide customer service training.
5. Analyzes the technical needs of the division in consultation with the City Information Technology Division or outside technical personnel and, in cooperation with the Purchasing Division, makes recommendations for purchases, leases or contract services.
6. Formulates annual division budgets and capital plans.
7. Develops tracking systems that ensure capture and storage of compliant contacts, verify closure, and indicate trends.

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8. Monitors customer service satisfaction levels and makes operational or technical changes as needed to maintain low wait times and abandoned rates.
9. Develops reports for providing high level summaries of issues, identifying trends and sharing the information with internal offices to help address areas of concern.
10. Responsible for proper maintenance and timely repair of communications and other equipment utilized by the division. Keeps Central Services informed on building maintenance needs.
11. Responsible for front counter operations including the sale of solid waste bags for seniors and taking water bill payments.
12. Responsible for the use of meeting rooms by outside groups.
13. Delivers presentations at community meetings and involves staff with community outreach activities.
14. Performs additional duties as assigned.

Required Knowledge and Abilities

- Requires thorough knowledge of the function and organization of municipal government and its integral parts.
- Ability to maintain an accurate system of records and files.
- Proficiency in Microsoft Office Suites.
- Ability to communicate effectively both orally and in writing.
- Ability to exercise courtesy, tact and diplomacy in receiving callers and in dispensing information.
- Ability to establish and maintain effective working relationships with the Mayor, City Council, City management/staff, citizens, community organizations, and other outside entities.

Qualifications for Hire

- Requires a bachelor's degree in public administration, urban planning, human services or related field. An advanced degree is preferred.
- Requires a minimum of three (3) years of experience as a program manager and/or supervisor.
- Requires a valid driver's license.
- Bilingual ability is preferred, Spanish.