



Columbia Power & Water Systems

Job Description

Job Title: Vice President of Customer Service

Effective Date:

Department: Customer Service

Reports To: Executive Vice President of Administration

Classification: Exempt

Job Purpose: Responsible for the leadership and oversight of CPWS' customer and billing services departments and to assist the Executive Vice President of Administration in integrating and deploying the organization's customer service initiatives.

Supervises: Billing Services Manager
Customer Service Manager

Supervisor Responsibilities:

- Responsible for the supervision and general operations of Customer and Billing Services personnel
- Provide general oversight of all CPWS customer service and billing activities and assure a smooth, functioning, and efficient organization
- Manage financial aspects of the organization's Customer Service and Billing Departments, including purchasing, budgeting, and budget review
- Assure customer service quality and stability by integrating necessary controls, procedures, and continuous improvement initiatives across the departments
- Serve as initiator for departmental communication, ensuring comprehensive content and transfer of information across members of the department
- Evaluate performance of Managers for compliance with established policies and objectives of the company and contributions in attaining objectives
- Assure compliance with relevant laws and regulations
- Responsible for compliance with CPWS policies, procedures, and regulations
- Responsible for compliance with applicable state and federal regulations and public utility customer service and billing rules and regulations
- Responsible for maintaining standard operating procedures for all processes within the Customer Service and Billing departments

Duties/Responsibilities:

- Serve as key contributor to the organization's Strategic Plan by taking ownership of objectives related to the customer service aspects impacting the development and success of the organization
- Maintain a work environment that recruits, retains, and supports quality employees
- Support the Executive Vice President of Administration in integrating efficiencies and strengthening effective management of the organization
- Respond to customer inquiries and promote a positive impression of CPWS
- Establish and maintain regular written and in-person communications with the organization's CEO/President, Executive Vice Presidents, Vice Presidents, Managers, and Employees regarding pertinent customer service activities
- Research, develop, implement, and manage customer service policies, procedures, and best practices
- Acquire and maintain current industry knowledge regarding technology that improves the customer experience regarding service usage and billing management
- Maintain expert level knowledge by attending trainings; reviewing industry bulletins; and maintaining a network of expert professionals
- Other duties as assigned

Required Skills/Abilities:

- Acknowledge and adhere to all CPWS policies
- Regular attendance at work
- Perform duties safely without endangering self, others, and the public
- Ability to use eyes, hands, and fingers to operate computer keyboard quickly and accurately
- Ability to write
- Ability to deal with people in a courteous manner
- Ability to use mathematical skills to be able to work with financial data, ratios, and statistics
- Ability to read, understand, and follow instructions and job-related material
- Working knowledge of computer hardware and software, including extensive knowledge of Microsoft Excel and Word
- Ability to work inside

Physical Requirements:

- Ability to occasionally lift 0 - 20 pounds
- Ability to lift and/or carry objects weighing 0 - 10 pounds for 2 hours a day
- Ability to sit for 2 hours at a time
- Ability to talk, see, hear, reach, handle, and feel

Education, Experience, and Qualifications:

- High School Diploma or equivalent required
- Bachelor's degree preferred
- Commensurate experience in customer service, utility industry preferred

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that additional and/or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, workload, rush jobs, or technological developments). This job description does not constitute a written or implied contract of employment.