



## **DIRECTOR, CUSTOMER SERVICE**

**WSSC Water**

**Laurel, MD**

**\$144,712 - \$217,121**

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WSSC Water is seeking a strategic customer-focused leader to become the organization's next Director, Customer Service.

### **THE ORGANIZATION**

What is now known as WSSC Water began as The Washington Suburban Sanitary Commission on May 1, 1918. The Commission was the brainchild of the era's public health officials and civic activists. Today, WSSC Water is among the largest water and wastewater utilities in the nation, with a network of nearly 5,685 miles of drinking water pipeline and over 5,615 miles of sewer pipeline. WSSC Water's service area spans nearly 1,000 square miles in Prince George's and Montgomery Counties, and serves 1.9 million residents through approximately 475,000 customer accounts.

WSSC Water maintains a AAA bond rating, and its drinking water has always met or exceeded federal standards. As a bi-county agency, WSSC Water has extensive regulatory functions. It operates 3 reservoirs (plus shared access to a fourth reservoir), 2 drinking water filtration plants, and 6 Water Resource Recovery Facilities. It also collects wastewater, which is treated at the Blue Plains Advanced Wastewater Treatment Plant (operated by DC Water) in Washington, D.C.

### **THE POSITION**

The Director, Customer Service provides strategic leadership and overall direction for all customer service functions; focuses on external customers by directing and optimizing call center, billing, collections, customer communication and engagement programs; and provides oversight for all related areas of regulatory compliance.

Primary duties of this position include:

- Manages and provides guidance in the development of policies, programs and methods for optimal efficiency (e.g., performance indicators, continuous improvement, process analysis, etc.)
- Ensures compliance with all related regulatory requirements
- Identifies and implements key metrics that support WSSC Water customer service programs and ensures these indicators are aligned with business objectives of workforce planning and customer service improvements
- Develops and maintains an operational plan for addressing workforce challenges to achieving customer service level agreements (SLAs) and customer relations operational stability
- Administers policies covering the billing and collection of water and sewer use charges and the assessment and collection of fees related to the provision of new water/sewer service
- Provides high-level direction and supervision to managers overseeing the call center, billing & collections, customer engagement and advocacy, with more specific focus on the operational efficiency and accuracy of water and sewer bills generation, special bills processing, collections, cancellations, adjustments and refunds
- Supervises employees including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and/or termination or recommending termination

Additional functions of this position include:

- Manages performance of direct reports through effective and timely coaching, setting of annual objectives, mid-term and annual performance discussions with counseling, as required
- Ensures effective and efficient communications to customers using innovative technology and best practice methodologies
- Provides risk management oversight of customer service operations and strategic priorities related to the customer experience
- Analyzes and proactively addresses complex customer issues
- Develops strategies to eliminate or significantly reduce the repetition of issues to acceptable levels

- Works with the Chief Information Officer to identify and implement technology strategies and programs to optimize customer response time and satisfaction
- Develops and oversees customer SLAs
- Collaborates with Utility Services Director to enhance customer satisfaction by ensuring adequate resolution of any other elements contributing to high water usage
- Prepares and monitors Department's budget and utilization against annual fiscal year funding and allocations
- Drives a vehicle to conduct WSSC Water business
- Directs and executes WSSC Water strategic and operational priorities including leading project teams to champion achievement of the strategic priorities
- Monitors the responses to billing and metering inquiries by customers, ensuring tactical adjustments are made, as required
- Monitors the performance of the Commission's One-Stop-Shop customer service function

## MINIMUM QUALIFICATIONS

The successful candidate should possess the following core competencies

- Comprehensive knowledge of the principles and practices for a complex call center operation, billing and revenue protection processes, service level agreements, customer communication, problem resolution and service recovery
- Good knowledge of risk management related to claims administration and management
- Demonstrated knowledge of customer experience and customer satisfaction strategies
- Demonstrated knowledge of customer information and bill payment systems and call center technology
- Demonstrated ability to coordinate the resolution of complex customer issues
- Strong analytical, planning, and process management skills
- Thorough knowledge of administrative practices as applied to customer service operations
- Ability to perform as a leader/coach in the development of staff and actively supervise staff

- Ability to effectively present ideas and reports both verbally and in writing
- Proficient in Microsoft Office applications, call center applications and related technology
- Demonstrated ability to establish and maintain effective working relationships with public and private officials, employees (including superiors, peers, and reports), and the general public
- Excellent interpersonal, communication, and change management skills

The successful candidate for the Director, Customer Service position must have a Bachelor's degree with major work in Business Administration, Public Administration, IT or related disciplines. Also desired are 12+ years of experience managing and directing contact center operations, customer service operations, and related supporting departments. Five or more years of senior/executive management experience, along with five or more years of experience in billing and collections is also required. A valid driver's license and the ability to obtain and maintain a WSSC Water driver's permit within 90 days of hire are required.

There is a preference for candidates who have experience in customer service management in a utility, with a greater preference for water/wastewater utility experiences. Also, comprehensive knowledge of municipal public works planning and administration is preferred. The exceptional candidate will have a proven track record in leading an organization through business process and culture change efforts to maintain and enhance the organization's competitive position.

## **TO APPLY**

WSSC Water is partnering with POLIHIRE to find its next Director, Customer Service. If you are interested in this opportunity, please submit a cover letter outlining your qualifications and your resume to [WSSC\\_DCS@polihire.com](mailto:WSSC_DCS@polihire.com). Please include only your name (Last, First) in the subject line when submitting these materials.