

JOB DESCRIPTION

TITLE Director Customer Initiatives & Continuous Improvement	NUMBER 50026027
JOB FAMILY Executive	GRADE DIR
DATE REVIEWED September 2013	FLSA CLASSIFICATION Exempt
JOB SUMMARY <p>Responsible to oversee the strategy and provide overall direction for driving change to enable the company to enhance the PSE customer experience. Champions PSE as a customer-centric organization. Manages and seeks input from stakeholders to develop and implement the companywide integrated customer plan; this includes a focus on internal customer service and culture change through improved integration and deployment of people, process and technology.</p> <p>Upholds the safety compliance standards inherent in PSE's operating and/or field procedures related to work responsibilities. Promotes and supports a culture of total safety.</p>	
JOB RESPONSIBILITIES <ul style="list-style-type: none"> • Employee Safety, Development & Team Building - Providing employees with coaching, feedback, and developmental opportunities and building effective teams: <ul style="list-style-type: none"> ▪ Demonstrates a passion for safety. Promotes and supports a culture of total safety including eliminating at-risk behaviors by conducting safety audits and inspections, eliminating hazards and near misses, and attending safety meetings. ▪ Sets clear expectations and holds employees accountable for performance as well as safety goals/targets where applicable. ▪ Oversees training and development of employees directly and indirectly managed and makes effective staffing decisions. Ensures required training is successfully completed. ▪ Challenges and inspires employees to achieve business results. ▪ Accountable to ensure employees adhere to legal and operational compliance requirements, as well as safety standards. ▪ Conducts and ensures the completion of performance reviews. ▪ Provides coaching, direction and leadership support to team members in order to achieve employee, business, customer and safety results. • Drives, develops, and implements the integrated customer plan and performance dashboard. <ul style="list-style-type: none"> ▪ Develops new and/or revised internal and external customer experience performance metrics that align with corporate customer experience goals. ▪ Evaluates results from customer experience performance metrics and provides recommendations to the Executive Customer Strategy Committee to drive, develop, and manage continuous improvement of the Integrated Customer Plan. • Drives development of the customer research plan (in collaboration with the other director level/s). • Creates alignment between internal and external customer experience. <ul style="list-style-type: none"> ▪ Actively seeks alignment with regulatory policy, collective bargaining agreement issues, and other policy-level issues that need to be addressed. ▪ Coordinates and facilitates necessary team-building and process improvements across several departments in order to provide a more integrated and seamless service experience for customers. ▪ Coordinates with other internal customer operations to develop a strategy that will improve the internal and external knowledge of PSE's service offerings. ▪ Coordinates with IT to ensure that new technologies are leveraged to the maximum extent possible to ensure customer experience goals are achieved. ▪ Coordinates with HR and Training on the development, implementation, and evaluation of training and communications required to drive PSE to attain its customer-centric vision and cultural transformation. • Collaborates with departments responsible for customer-facing deployment (including contractors and service 	

providers for the company).

- Administers the Executive Customer Strategy Committee, including following up on initiatives and directives.
- Oversees and facilitates the Customer Working Group.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS / KNOWLEDGE / SKILLS / ABILITIES

- Bachelor's degree in business, marketing, public administration, psychology, organizational development, communications, engineering or other relevant field is required.
- 7 years experience directing customer solutions and service delivery activities in a large complex and diverse organization.
- 10 years of management-level experience, preferably in business administration, government and community relations, or related discipline.
- Substantial management and leadership experience in utility management, energy management, environmental affairs, or related area of responsibility as expected to be typically gained through 10 or more years of progressively responsible assignments.

DESIRED QUALIFICATIONS / KNOWLEDGE / SKILLS / ABILITIES

- Advanced degree with 15 years of customer relationship management experience.
- Experience working within a regulated environment.
- Must be able to model and foster effective customer service and relationship management.
- Proven record in effective management direction in an environment of change.
- Capable of making difficult and challenging decisions, and providing clear direction.
- Demonstrated ability to work cross-departmentally to establish and achieve company-wide goals and objectives.
- Strong vision and passion for customer service and customer relationship management.
- Successful driver of change within an organization.
- Keen insight and ability to identify the factors and elements necessary to solve problems.
- Demonstrated sustained commitment to meeting prescribed performance targets and support for accountability while continually working to improve inter- and intra-departmental working relationships.
- Great passion and attention to detail.
- Strong communicator and comfortable working across a diverse set of partners (including external).
- Demonstrated pro-activity and the ability to get things done quickly and with high quality, showing strong customer focus, and demonstrating track-record of great decision-making.
- Understands and applies industry and non-industry customer service and relationship management best practices.
- Demonstrated knowledge of energy efficiency, federal and state energy and environmental regulations, and energy efficiency initiatives.