

SCHEDULE 2**STATEMENT OF POSITION RESPONSIBILITIES**

POSITION TITLE: Customer Policy & Assistance Administrator

EEO Job Code: 020 - Customer Support

FLSA Status: Exempt

GENERAL PURPOSE:

Provides leadership and direction for customer policy and assistance services in compliance with state rules and to meet regulatory requirements, including defining and tracking quality assurance objectives. Serve as the primary point of contact with regulatory entities for customer complaint investigation and resolution. Serve as a leadership resource for call escalations from the Call Center. Lead operational reporting and business practice development to effectively and efficiently serve customers, with specific emphasis on financially challenged customers. Coordinate corporate credit strategies and communication, including leading significant interaction with key internal and external stakeholders, energy assistance program service providers, community agencies, collections agencies, regulators, government officials, and Customer Experience Operations leadership. Improve credit policies and processes to streamline operations and improve financial results. Partners with other departments and external businesses for enhancements and maintenance of best practices and compliance with customer policy and assistance requirements. Requires analytical skills with excellent communication and interpersonal skills to positively promote the Company's policies and customer experience objectives and to establish and maintain productive internal and external working relationships. Strong planning and organizational skills.

JOB OBJECTIVES:

1. Provide effective leadership and direction for Customer Experience Operations as it relates to customer policy, customer service, and assistance services.
2. Establish quality assurance standards and objectives for Customer Experience Operations.
3. Lead aggregation of call data, statistics, and performance metrics in support of continued optimization of Call Center staffing and processes as well as related customer service systems.
4. Lead customer assistance services, including disbursement of federal and state assistance funds as well as coordination with of company-run assistance programs. Assist in advocating efforts concerning low-income funding at the state and federal level.
5. Manage large and geographically diverse resources to continuously improve operational performance and promote employee development to meet current and future business needs.
6. Assure bill/service processing and related reporting are in compliance with company, industry, regulatory and legal requirements.
7. Lead the interpretation, administration, coordination and development of required regulatory and company reporting for Customer Experience Operations.

8. Provide expertise related to services, marketing strategies, regulations/legislation, and customer assistance programs.
9. Develop and maintain key external and internal stakeholder relationships, including non-profit and low-income advocacy groups, regulatory agencies, governmental organizations, and operating company leadership to meet departmental goals and enhance company image through support and involvement in community activities.
10. Lead the preparation of Customer Experience Operations data requests and responses to customer complaints through regulatory entities to ensure timely and accurate reporting of business practices, actions, and performance metrics on an ongoing basis and as part of the Safety, Reliability, and Service Quality (SRSQ) filing.
11. Effectively prepare and deliver reports and presentations related to operational metrics and process descriptions.
12. Establish ongoing reporting metrics and dashboards for Customer Experience Operations to accurately and effectively apply government rules and regulations. Administer policies to assure compliance and consistent application.
13. Consult and strategize with Customer Experience Operations leadership to streamline and improve credit-related policies and processes across the revenue cycle. Guide credit policy training with emphasis on current consumer protection rules.
14. Serve as key point of contact for internal inquiries concerning credit-related issues, including management of sensitive and highly confidential information.
15. Promote effective use of technology, aggressively pursuing opportunities to gain efficiency, reduce costs, and enhance customer service.

WORKING RELATIONSHIPS:

External: Customers, community agencies, collections agencies, regulators, and vendors

Internal: Employees at all levels

HIRING GUIDELINES:

Education:

- Bachelor’s degree. Business, economics, or accounting field preferred; *or*
- An Associate’s degree plus at least 2 years of directly related work experience in addition to the requirements in the *Experience* section.

Experience:

Over five years of progressively responsible related experience in credit policies, credit and collections, customer service or related field with experience in successfully managing external relationships and cross-functional work groups.

- Experience with development and management of credit reporting to regulatory external agencies preferred.
- Demonstrated ability to implement process enhancements while working with both internal and external stakeholders.
- Ability to work with all levels of the organization to meet and/or exceed internal stakeholder needs.

Special Requirements:

This position may be subject to assessment of skills, job match and/or aptitude. Demonstrated accuracy and thoroughness.