

**DIRECTOR OF CUSTOMER SERVICE (PSC)**

**Nature of Work:** Under the general direction of the Public Service Commission, this position is responsible for the development and overseeing implementation of customer service strategy for all divisions of the West Virginia Public Service Commission. Which includes assessing current policies and practices, conducting needs assessment, setting objectives and goals and involvement in implementation of new policies and processes. Position requires frequent travel and hours of work may vary to include early mornings, late evenings and weekends. Performs related work as required.

**Examples of Work:** (Any specific position in this class may not include all of the duties listed, nor do the examples listed cover all of the duties which may be assigned.)

Conducting baseline research of existing customer service programs and strategies.  
 Conduct an agency needs assessment on customer service.  
 Assessing customer service performance through focus groups, surveys, interviews of existing identifiable customers.  
 Developing recommendations for Commission of Service Strategies.  
 Assists Training Manager in developing workshops, seminars and other education opportunities in assigned areas.  
 Work with internal and external customers to identify, review and/or modify customer service processes.  
 Work with agency staff to develop customer service programs.

**Knowledge, Skills and Abilities**

Knowledge of the rules, regulations, policies, and procedures of the Public Service Commission.  
 Knowledge of the methods used in team development, coalition building, resource targeting and time management.  
 Knowledge of proper English usage and grammar.  
 Ability to work independently.  
 Ability to write complex and creative publicity material.  
 Ability to organize and present information in a clear, concise, and appealing format.  
 Ability to speak effectively before civic groups, business groups and related associates.  
 Ability to establish and maintain effective working relationships with other employees, agency and public officials, the news media, and the general public.  
 Ability to provide inter and intra-government agency project management including utilizing federal, state and local government entities on the same project.

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**Minimum Qualifications:**

**Training:** Bachelor's degree from an accredited four-year college or university.

**Substitution:** Experience as described below may be substituted for the training on a year-for-year basis.

**Experience:** Five years of full-time or equivalent part-time paid professional work in customer service, outreach, constituent services and/or constituent advocacy work, two years of which must have been in an administrative capacity.

Established: 7/15/2004

Effective: 7/15/2004