

1. Position No. 80084	2. Descriptive Working Title Manager, Customer Service		3. Present Classification Excluded Management
4. Branch Operations	5. Department Applicant Services	6. Work Location Telework Eligible	Date July 2013 Revised Jun 2021
7. Position No. of Supervisor 23031	8. Descriptive Work Title of Supervisor Director Applicant Services		9. Classification of Supervisor Excluded Management

POSITION SUMMARY

The Manager, Customer Service manages a team of staff that are responsible for the delivery of a range of programs to clients in a high volume, transactional environment. He/She/They manages the intake process for programs and oversees the timely and consistent adjudication of program requirements and processes. The position manages the operations of the Customer Service Call Centre and Storefront Office and ensures high quality service is provided to the public and housing partners.

MAJOR RESPONSIBILITIES

1. Manages the application intake process for a high volume of applications across a range of programs, including social housing, rent assistance in the private market, home ownership and other grant programs. Ensures all applications are processed in a consistent and fair manner within established timelines and in adherence to guidelines in Program Frameworks and Policy manuals.
2. Manages the operations of the Customer Service Call Centre and Storefront Office. Coordinates with community groups in providing services to applicants searching for affordable housing, applying for rental and housing assistance programs, and general information about the programs and services provided by BC Housing.
3. Monitors staff and workload levels and makes resourcing decisions and recommendations based on review and forecasting of department productivity and performance data. Oversees the overall development and implementation of staffing and scheduling plans to ensure that resources are appropriately and efficiently allocated
4. Plans, develops, and implements effective strategies to maintain open communication and collaboration with various Applicant Services departments to ensure Customer Service is informed and prepared to respond to changing priorities and have the knowledge and resources to support effective service delivery.
5. Collaborates with the Supervisors to assess training needs and opportunities within the team. Works with the Quality department in the identification, design and development of learning strategies for the Customer Service team. Participates and provides input in the design and development of training plans, programs, and materials to ensure that departmental and client needs are met.
6. Provides leadership and advice to staff in answering questions and trouble-shooting issues regarding the department's programs, products and services. Manages the resolution of escalated customer issues and inquiries and works with a long-term perspective towards problem resolution and business improvement.

7. Develops and implements strategies, processes, procedures, systems, and standards to ensure the delivery of high-quality services and programs that are responsive to client needs. Works with the Quality Team to ensure that quality audits are completed, and calibration sessions held with staff.
8. Leads the identification of service and process improvement opportunities. Manages special projects to better align policies, procedures and practices to meet current and emerging customer and business needs. Contributes to the identification of systems improvement opportunities and provides recommendations and business expertise to support effective service delivery.
9. Sets service standards and service levels. Monitors and assesses team and individual performance metrics against established service standards. Works closely with Supervisors in taking corrective action to ensure a satisfactory level of customer service is provided to both internal and external clients.
10. Prepares a variety of reports pertaining to departmental activities, workload issues, and achievement of service plan goals.
11. Supervises the work of staff in accomplishing the business activities of the program area. Creates an environment that allows for a supportive and progressive attitude among staff and promotes improved performance through counselling and coaching and by ensuring that staff are provided with information and training necessary for the conduct of their assigned duties. Completes performance evaluations, determines performance issues, and takes disciplinary action, which may include suspension and the recommendation for termination. Has significant input into hiring, promotion and demotion decisions, recommends changes in compensation of staff and authorizes overtime. Resolves grievances up to the second stage of the grievance process. Identifies to senior management appropriate collective agreement wording to serve the employer's interests in achieving operational goals and objectives and may participate on the negotiating committee as a management representative. Determines resources required to fulfill operational requirements, develops staffing plan, and recommends staffing levels to accomplish objectives, including revisions to staffing levels as necessary as operational requirements change.
12. Performs other related duties that do not affect the nature of the job, including conducting special studies, making presentations, and participating in task force, project teams and committee work.

ORGANIZATION

The Manager, Customer Service reports to the Director, Applicant Services.

The position supervises a team of staff, including excluded and bargaining unit employees.

QUALIFICATIONS

Education, Experience and Occupational Certification

Degree in commerce, business administration or related field or equivalent combination of education and experience

Considerable experience in the delivery of direct customer service and/or adjudication of applications for programs that require application of detailed requirements.

Considerable experience in program delivery, leading projects, and managing a team of staff.

Or an equivalent combination of education, training, and experience acceptable to the Employer.

Knowledge, Skills and Abilities

Core Competencies

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Leadership Competencies:

- Alignment & Results
- Team Development
- Relationship Building

Considerable knowledge of the philosophies, principles and practices in delivering a high level of customer service to the public either in-person or in a call centre environment

Considerable knowledge of housing related programs and services provided by the government and community partners

Ability to learn and understand BC Housing's mandate, programs, operating requirements, and strategic objectives, and the socio-political environment in which the organization operates

Ability to learn and develop knowledge and expertise of relevant business system applications and databases

Ability to plan and manage the implementation of program activities, analyze and solve issues and make effective decisions

Ability to establish service standards, monitor performance metrics, and implement work processes, methods and tools to ensure efficient service delivery.

Ability to assess service, system and process improvement opportunities, re-design work processes and methods, and facilitate their implementation to ensure the achievement of continual business and service improvement.

Ability to assess learning/training requirements for the department and facilitate the implementation of strategies to ensure a well-trained workforce

Ability to establish and maintain constructive working relationships with housing providers, service providers, sector organizations, community groups, government agencies and other stakeholders, and exhibit diplomacy and tact in the resolution of sensitive issues

Ability to lead, coach and motivate staff in a team setting

Strong consultative, facilitation, negotiation, conflict resolution and consensus building skills

Strong planning, organizational and leadership skills

Strong verbal and written communication and interpersonal skills

Proficient in the use of MS Office (Excel, Word, PowerPoint) and relevant business enterprise applications and systems

A criminal record check is required