



Make working for
The City work for you.



Leader, Customer Experience & Billing

If you are committed to public service, enjoy collaborating with others, share our values and have a desire to learn and grow, join [The City of Calgary](#). City employees deliver the services, run the programs and operate the facilities which make a difference in our community. We support work-life balance, promote physical and psychological safety, and offer competitive wages, pensions, and [benefits](#). Together we make Calgary a great place to make a living, a great place to make a life.

The City is committed to fostering a respectful, inclusive and equitable workplace which is representative of the community we serve. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, inclusion, anti-racism and reconciliation. Applications are encouraged from members of groups that are historically disadvantaged and underrepresented. Accommodations are available during the hiring process, upon request.

As the Leader, Customer Experience & Billing, you will be responsible for the oversight of billing, customer care and collections for Water Services, currently contracted to a third-party. You will also be responsible for the relationship management with Key Customer Accounts (e.g., regional customers, business customers, lake communities); and advancing customer focus and customer experience improvements in Water Services. Primary duties include:

- Oversee customer care, billing, and collections services for Water Services.
- Lead teams to leverage key operating indicators, reports and data to mitigate and manage customer experience and revenue risks to ensure vendor accountability for contract performance commitments and ensure The City meets its contractual obligations.
- Manage escalations for contract strategic issues, identifying and implementing strategies to resolve systemic issues.
- Influence change within team and across teams involved in delivery of services to enhance accountability, strategic issue management and continuous improvement.
- Provide leadership, direction and coaching to develop and motivate a high performing team in a psychologically safe environment that aligns with corporate values.
- Accountable and responsible for creating performance and training development plans for direct reports.
- Drive the use of data by The City and vendor to support effective and informed decision-making.
- Identify and support opportunities to improve the customer experience and customer value in service delivery, driving change across Water Services.

Qualifications

- A degree in Business, management, or Communications or a related discipline.
- At least 10 years of related experience with 5 years in a leadership capacity with progressively responsible assignments in business process effectiveness, customer experience management, contract and change management.
- Equivalent combinations of experience and education may be considered.
- Advanced business skills and acumen, skill embedding customer experience performance metrics within a utilities model; systems thinking expertise; large-scale change management skills; ability to negotiate, prioritize and drive results with influence.
- Proven communications skills, the ability to provide direction in an environment of change, strong mentoring, coaching, and leadership skills are essential.

Pre-employment Requirements

- Successful applicants must provide proof of qualifications.

Union: Exempt
Position Type: 1 Permanent
Compensation: Level G \$101,739 – 160,067 per annum
Hours of work: Standard 35 hour work week
Audience: Internal/External

Business Unit: Water Services
Location: 625 25 Avenue SE
Days of Work: This position works a 5 day work week earning 1 day off in a 3 week cycle.
Apply By: February 1, 2024
Job ID #: 309062

Apply online at www.calgary.ca/careers