

TEAM LEADER, CUSTOMER EXPERIENCE

Position ID: J0424-0101

Job Title: TEAM LEADER, CUSTOMER EXPERIENCE

Job Type: Full Time

Department: Communications and Customer Experience

Number Of Positions: 1

Min Salary: \$96,220.00/Year

Max Salary: \$120,275.00/Year

Closing Date: May 3, 2024

As one of the fastest growing cities in Alberta, the City of Airdrie is a recognized leader in building a vibrant and sustainable community through innovation.

At the City of Airdrie, incredible opportunities happen every day in a flexible work environment that is tailored to each department. Our inclusive culture and values create a workplace where we welcome aspiring, driven and creative individuals to help us accomplish our business and community goals. We are supportive of one another, and we have fun while we serve our community. We are passionate about improving the lives of our residents through care and respect; that is the foundation of our organization. At the City of Airdrie, we learn, grow and accomplish great things together.

If you have a passion for building a better community and are ready to join the excitement, we'd love to hear from you!

The Opportunity:

The Team Leader for Customer Experience plays a vital role within our organization's customer engagement and brand development. This position offers strategic leadership, direction, and oversight to ensure seamless resolution of inquiries for all City of Airdrie customers. With a focus on efficiency and effectiveness, the Team Leader will craft strategies, policies, and systems to uphold our commitment to exceptional customer experiences.

Working closely with the Corporate Communications department, this role contributes to the evolution of Airdrie's brand, fostering citizen engagement and paving the way for a thriving future for all Airdronians. Operating from a corporate standpoint, the Team Leader offers valuable insights and strategic counsel to organizational leaders, City Council, and the wider community, ensuring alignment with our overarching goals and values.

Primary accountabilities:

At the outset, this role will undertake the crucial task of researching and defining the scope of the customer experience program tailored for the City of Airdrie. Integral to a team effort, this position will contribute to crafting and facilitating the realization of a vision and toolkit aimed at aligning both our community and staff with the evolving needs of Alberta's third-largest city.

This role will be responsible for creating the vision and program for the Customer Experience department including:

- Development of Centralized Call Center Model (Omni-channel)
- Building a team to support Centralized Customer Experience
- 311 research and implementation
- Development of Chatbots for website
- Development of KPI for measuring success of Customer Experience
- Customer Relationship Management and system deployment

Other responsibilities include:

- Create the vision for the Customer Experience department and establish the supporting processes, tools, and policies to ensure customer experience is an integral part of our internal and external focus
- Develop and manage overall customer experience strategy, focusing on balancing concerns with City practices and bringing internal stakeholders together to troubleshoot when needed
- Work collaboratively with internal and external stakeholders to create a culture of customer care based on efficient and effective responses to our customers
- Create and maintain strong connections with internal leaders to create consistency for Airdrie's customer experience
- Work alongside Corporate Communications to create and maintain a consistent corporate marketing brand through the customer experience channel
- Ensure alignment between organizational priorities and policies and departmental services
- Provide strong leadership to direct reports including hiring, training, coaching, and mentoring through ongoing feedback and empowering employees to achieve outcomes
- Act as a people and culture leader, demonstrating and aligning decisions and behaviours with our mission, corporate values, and culture
- Work with the team to solve problems with the overall community in mind, guiding and empowering the team to find efficient, reasonable, and diplomatic resolutions to questions
- Guide team to create and maintain centralized information and messaging to provide customers with current information to mitigate impacts to mobility or impacts to desired outcomes
- Respond to requests generated by senior leadership, Council, and the community of Airdrie
- Deliver presentations to senior leadership, City Council, and various committees, including regular analytics of results and progress towards goals to executive leaders
- Provide feedback and solutions for senior leadership to consider for recurring issues or patterns
- Use data and analytics to help the organization celebrate successes and evolve processes to address opportunities going forward
- Research tools, develop policies and procedures, and recommend best practices including opportunities to expand programs and automate processes
- Ensure stewardship over financial resources allocated to Customer Experience by preparing budgets and quarterly variance reports
- Plan for and ensure proper oversight to short and long-term operating and capital budgets

You Bring:

- Post-secondary degree or diploma in Communications, Business or a related field is required
- 3-5 years of progressive leadership responsibilities and experience in Customer Experience and/or Communications fields required
- 3-5 years of experience leading a team of customer relations or communications professionals preferred
- A combination of education and experience will be considered
- Lean Training considered an asset
- Municipal excellence leadership program or equivalent municipal certification an asset
- Previous municipal government experience is preferred
- Demonstrated experience with providing high level updates to senior staff, political leaders, and special interest groups
- Experience with the creation or evolution of a Customer Experience Program and system, including analysis and reporting of progress preferred
- Strong values-driven approach to customer experience and relationship building
- Prior experience with budget oversight and managing multiple budgets, including an understanding of the impact to city resources, and forecasting future needs
- Strong Microsoft Office skills with an emphasis on Excel, PowerPoint, and Word
- Proficient in diplomacy, tact, and collaboration to foster effective partnerships
- Skilled in managing multiple complex projects with competing priorities in a results-driven environment
- Capable of maintaining composure and professionalism in stressful situations
- Experienced in influencing stakeholders and managing change effectively
- Strong observation, listening, and problem-solving abilities
- Excellent communication and presentation skills, including engaging difficult audiences
- Strategic thinker with the ability to balance big-picture vision with detailed execution
- Effective team leader with the ability to leverage specialists' expertise
- Well-developed interpersonal skills for forming collaborative relationships and influencing outcomes
- Possesses political sensitivity, conflict resolution, and negotiation skills

We Offer:

Along with a competitive compensation program and City paid health and dental premiums, this position also includes:

- Excellent health, dental, paramedical and benefits plan
- First-in-class pension plan
- Career development and tuition reimbursement
- Employee discounts, annual adult Genesis Place pass, social events and health & wellness initiatives

Continuous learning through training and development is encouraged as are flexible work arrangements, when possible. We recognize that our people work best when they feel engaged in their environment and are appreciated for their efforts and our overall benefits package reflects that.

Additional Information:

This is a full time position (37.5 hours per week) and includes a comprehensive benefits and pension package.

Please provide a cover letter as means of introducing yourself and reasons for your interest in the position.

Next Steps:

Candidates are invited to apply online www.airdrie.ca

Postings close at 9 p.m. on the closing date listed in the posting. We recommend applying as soon as possible as we are not able to accept late applications.

Please review the job competition carefully and be sure to attach any specifically requested documentation in the My Documents section of your application.

Interviewing and hiring may commence prior to the posted closing date.

Thank you for your interest in the City of Airdrie.