Assistant Director, Austin Water
Customer Experience

CITY OF AUSTIN, TEXAS

UNIQUE OPPORTUNITY

The City of Austin is seeking a highly qualified individual to fill the Customer Experience Assistant Director position which reports to the Austin Water Director.

AUSTIN, TEXAS

This vibrant and dynamic city tops numerous lists for business, entertainment, and quality of life. One of the country's most popular, high-profile "green" and culturally dynamic cities, Austin was selected as the "Best City for the Next Decade" (Kiplinger, 2010), the "Top Creative Center" in the US (Entrepreneur.com, 2010), #1 on the Best Place to Live in the U.S. and #4 on the Best Places to Retire (U.S. News & World Report, 2019) , and ranked in the top ten on Forbes list of America's Best Employers for 2017.

Austin's vision is to be a beacon of sustainability, social equity, and economic opportunity; where diversity and creativity are celebrated; where community needs and values are recognized; where leadership comes from its community members, and where the necessities of life are affordable and accessible to all.

Austin is a player on the international scene with such events as SXSW, Austin City Limits, Urban Music Fest, Austin Film Festival, Formula 1 and home to companies such as Apple, Samsung, Dell and Ascension Seton Health. From the home of state government and the University of Texas, to the Live Music Capital of the World and its growth as a film center, Austin has gained worldwide attention as a hub for education, business, health, and sustainability.

The City offers a wide range of events, from music concerts, food festivals, and sports competitions to museum displays, exhibits, and family fun. Austin is also home to a wonderful ballet, world-class museums, one-of-a-kind shopping, and beautiful outdoor spaces. You can just as easily spend your morning paddling the lake as you can strolling through a celebrated history museum.

Located at the edge of the Texas Hill Country -- rolling terrain of limestone bluffs, springs, rivers and lakes -- Austin's climate is ideal for year-round jogging, cycling, hiking on the City's many trails or swimming at Barton Springs or one of the area's many other swimming holes. There are several excellent golf courses in the area as well as opportunities for rowing, kayaking, canoeing, camping, rock climbing, disk golf, mountain biking, fishing, and more. Austin has something for everyone.

AUSTIN CITY GOVERNMENT

The City of Austin is a progressive, dynamic full-service municipal organization operating under the Council-Manager form of government. The Austin City Council City has a 10-1 council system with an at-large Mayor and Council Members that represent 10 single member districts. The Mayor and Council Members serve in their respective seats for four years and cannot be elected to more than two consecutive terms. The City Council appoints the City Manager who is the chief administrative and executive officer of the City. The City Council and City Manager are committed to their mission of delivering the highest quality services in the most cost-effective manner.

To learn more about the dynamic City of Austin, visit austintexas.gov.

STRATEGIC OUTCOMES AND INDICATORS

The City Council adopted six Strategic Outcomes and Indicators in 2018 as part of its Strategic Direction 2023 to guide the City in improving quality of life and civic participation in the Austin Community over the next three to five years. The Assistant Director will be responsible for supporting cross-departmental issues and involving external stakeholders as it relates to Government that works for all strategic outcome.

AUSTIN WATER

Austin Water provides safe, reliable, high quality, sustainable and affordable water services that have met the community's needs for more than 100 years. Austin Water's 1,200 employees serve more than 1,000,000 people in the Austin metropolitan area, both retail and wholesale, across more than 548 square miles. The utility draws water from the Colorado River into three regional water treatment plants, Handcox, Davis, and Ullrich, which have a combined capacity of 335 million gallons per day.

Austin Water has two wastewater treatment plants, Walnut Creek and South Austin Regional, that can receive up to 150 million gallons per day of sewage to treat. Wastewater is cleaned into high quality effluent that is safely returned to the Colorado River to augment environmental flows. More than a billion gallons of this high quality effluent was reclaimed in Fiscal Year 2017-18 for outdoor irrigation, industrial cooling, manufacturing and other uses.

Austin Water's award-winning Water Conservation Division successfully guided customers through a historic drought with public outreach and incentive programs for our customers.

The utility also manages 43,000 acres of wildlands that protects water quality and endangered species habitats.

Austin Water, in partnership with other City Departments and a citizen Task Force, has developed "Water Forward", a 100 year plan to manage our water resources and meet our community needs for the next century.

THE POSITION

Overview:
The Austin Water Customer Experience Assistant Director provides executive leadership to an organization of 1,200 employees to ensure that customers experience satisfaction at each touchpoint in their journey with Austin Water through oversight of the existing Consumer Services Division, the redesigned Meter Field Services Division, and the Public Information Office. This position will establish new Data Analytics staff and functions to support Austin Water's Advanced Metering Infrastructure.

THE IDEAL CANDIDATE

This strategic thinking, self-motivated professional possesses solid experience managing customer experience satisfaction objectives, trends, and adaptations in a public utility or similarly regulated organization to achieve organizational goals and objectives. The Assistant Director will possess the ability to navigate professional relationships involving complex, emotional, and/or value-based issues to influence and achieve Austin Water's strategic initiatives.

Required Education and Experience:

- Graduation with a Bachelor's degree from an accredited college or university with major coursework in a related field, plus six (6) years of professional-level experience in a related field, including at least two (2) of which were in a supervisory/management capacity.
- Graduation with a Master's degree from an accredited college or university with major course work in a field related to the job may substitute for up to two (2) years of the non-supervisory/ management experience.

The City of Austin is committed to compliance with the American with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request. For assistance please contact 512-974-3210 or Relay Texas 7-1-1.

THE POSITION (continued)

Duties, Functions and Responsibilities:

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

1. Oversees the Consumer Services Division, which is responsible for permitting of new water/ wastewater taps, revenue protection and recovery, and billing escalations.
2. Oversees the Meter Field Services Division, which tests and installs water meters.
3. Oversees the Data Analytics staff supporting Advanced Metering Infrastructure (AMI).
4. Identifies and executes improvements across the customer experience, including phone services, customer portal and engagement, key accounts, and benchmarking to industry customer satisfaction surveys.
5. Supports the Government That Works For All strategic outcome, and drives improvements in key metrics on citizen satisfaction with City services and stakeholder engagement.
6. Assists in the preparation, presentation, and monitoring of departmental budget.
7. Represents the department at City Council meetings, citizens groups, boards, and commissions.
8. Provides support and coordination to other City departments and agencies as needed.

Responsibilities- Supervision and/or Leadership Exercised:

Responsible for the full range of supervisory activities including selection, training, evaluation, counseling, and recommendation for dismissal.

THE POSITION (continued)

Knowledge, Skills and Abilities:

Must possess required knowledge, skills, abilities, and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Knowledge of fiscal planning and budget preparation.
- Knowledge of Local, State, and Federal water and wastewater utility regulations.
- Knowledge of City practices, policies, and procedures.
- Knowledge of technical aspects of operations and maintenance.
- Knowledge of supervisory and managerial techniques and principles.
- Skill in oral and written communications.
- Skill in handling multiple tasks and prioritizing.
- Skill in using computers and related software applications.
- Skill in managing multiple programs, projects, and tasks.
- Skill in negotiations and conflict resolution.
- Skill in analyzing complex data from various sources, synthesizing collected information, and developing sound decisions/recommendations.
- Skill in developing, reviewing, monitoring, and evaluating contracts for services and/or materials.
- Skill in development and implementation of customer facing programs.
- Skill in effectively resolving customer/citizen escalations.
- Ability to handle hostile conflict and uncertain situations.
- Ability to quickly recognize and analyze irregular events.
- Ability to manage multiple projects and programs simultaneously within approved budgets.
- Ability to quickly recognize and analyze irregular events.
- Ability to establish and maintain excellent communication and working relationships with city personnel and the public.
- Ability to organize, analyze, interpret, and evaluate scientific civil engineering problems and provide practical, cost effective solutions.

COMPENSATION AND BENEFITS

Salary is commensurate based on qualifications. The benefits package includes medical, dental and vision coverage, life insurance, compensated leave, short-term disability, and retirement benefits. The City is a member of the Proportionate Retirement Program. Optional benefits include supplemental life insurance, a 457 deferred compensation plan, long-term disability plan, and a legal plan. Visit austintexas.gov/department/active-employee-benefits to learn more about the City's employee benefits.

Reasonable relocation benefits will be provided to the successful candidate.

APPLICATION AND SELECTION PROCEDURE

To ensure consideration, candidates should apply by *September 9, 2019*. To apply, candidates must submit a complete online application including a cover letter and resume. Click here to be directed to the online posting. Interested candidates should apply early in the process for optimum consideration.

For more information on this position, candidates may contact:

Doron Silberstein—Human Resources Consultant

Doron.Silberstein@austintexas.gov

512-974-3248

Information submitted for consideration may be made available to the public in compliance with the Texas Open Records Act.