

THE CITY OF AUSTIN, TEXAS
AUSTIN ENERGY

VICE PRESIDENT
CUSTOMER CARE
SERVICES



The City of Austin seeks an experienced and dedicated utility professional to serve in an executive level role as the Vice President, Customer Care Services. This skilled leader will manage Austin Energy divisions that have direct contact with our customers. This division is comprised of the Utility Contact Center, the 3-1-1 Citywide Information Contact Center, and the Customer Solutions Management workgroup. The talented individual must be able to develop a vision for integrating and implementing new strategies that will transform the organization into an industry best-in-class operation.



VICE PRESIDENT CUSTOMER CARE

The Position

Under nominal direction of the General Manager or Deputy General Manager, this position is responsible for directing Customer Care Services within Austin Energy, which provides services to City of Austin 3-1-1 and utility customers.

Customer Care Services is one of two Austin Energy Customer Care organizations (see org chart). This organization is responsible for front-line customer contact, issue resolution, and customer assistance. The organization is comprised of the 3-1-1 Call Center, Utility Contact Center, and Customer Service Management workgroup.

- The 3-1-1 Call Center is a 24/7, 100-seat center which provides city services information to Austin Citizens and City of Austin client departments. This center is also responsible for handling all non-emergency 9-1-1 citizen calls.
- The Utility Contact Center is a 150-seat call center which provides account services to the City's utility customers, including electric, water, wastewater, transportation, drainage, and solid waste/recycling.
- Together the two centers average 2.5 million calls a year with an annual budget of \$22M.
- The Customer Services Management workgroup is responsible for handling customer escalations and managing customer utility assistance programs. This organization communicates issue resolution outcomes to the Offices of the Deputy General Manager, General Manager, City Manager, and City Council.

Qualifications

Bachelor's degree from an accredited four-year college or university with major course work in Business, Finance, Economics, Public Administration, Public Policy or in a field related to the job, and five years of utility or related industry experience, of which five were in a senior manager or executive level position.

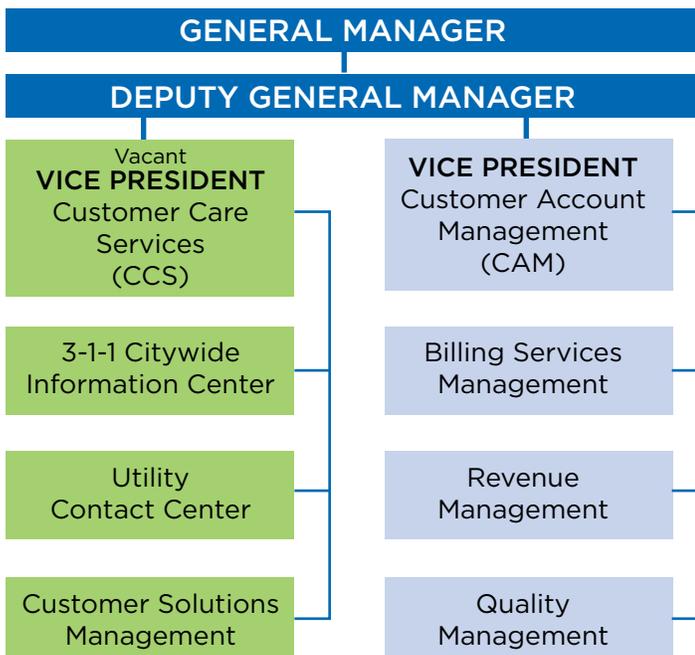
Master's degree may substitute for two years of the required experience up to a maximum of two years.

The Ideal Candidate

The VP of Customer Care Services (CCS) will manage the customer care strategy for the organization, ensuring that the customer experience is positive and consistent. The VP of CCS works closely with the VP of Customer Account Management to ensure that utility customers receive timely and accurate billing information and ensure that billing inquiries are resolved quickly. To achieve these goals the ideal incumbent possesses extensive experience in the utility customer service arena.

Other desired attributes include:

- Extensive experience with progressively increasing responsibilities leading a customer service organization of at least 100+ employees
- Demonstrated ability to drive organization-wide improvements in service quality, delivery, continuous process improvement, and customer satisfaction
- Implement strategies, tactics, and action plans to achieve corporate goals
- Demonstrated success in delivering client-services (i.e. B2B services such as in an outsourced call center or insourced service provider)
- City 3-1-1 call center experience or experience in similar types of organizations
- Experience of continuous improvement methodologies (i.e. ISO-9001, ITIL, Lean/Six Sigma)
- Ability to operate in complex organizational environment with a high degree of political awareness



AUSTIN ENERGY

Austin Energy serves a 437 square mile area that includes the City of Austin, portions of Travis and Williamson Counties and several adjoining municipalities. The utility employs about 1,700 people and serves more than 455,000 electric customers; 14% of the customers reside outside the city limits. Austin Energy is the eighth largest public power utility in the United States with over \$3.5 billion in assets and over \$1 billion in annual revenue. The utility transfers 12% of its revenues to the City's General Fund.

The City Council approved a system-wide 7% rate increase for the utility that took effect October 2012 – the first base rate increase since 1994. Following the implementation of the rate increase, the City Council expects Austin Energy to maintain rates that are among the lowest 50% of Texas utilities.

AUSTIN ENERGY'S VALUES:
Care and Concern for the Environment,
Safety, Innovation, Integrity, Diversity,
Teamwork, Honest, Open Communication

Austin Energy has exceptional system reliability, a diverse generation portfolio and has been the top utility in the United States for voluntary green power sales for nine years in a row and the top public power utility in sales since 2001. Austin Energy also was ranked among the top six utilities in the nation for its smart grid development. The organization's strong economic and demographic characteristics, competitive retail rates, diverse power supply mix, high liquidity and history of solid operation earned

About Austin

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 was selected as the "Best City for the Next Decade" (Kiplinger), the "Top Creative Center" in the US (Entrepreneur.com) and #1 on the "On Numbers Economic Index" as the fastest growing economy.

Austin continues to lead the country with its vision of being the "most livable city in the country," emerging as a player on the international scene with such events as SXSW, Austin City Limits, Formula I and being home to companies such as Apple, Samsung, Dell, and Seton Healthcare.

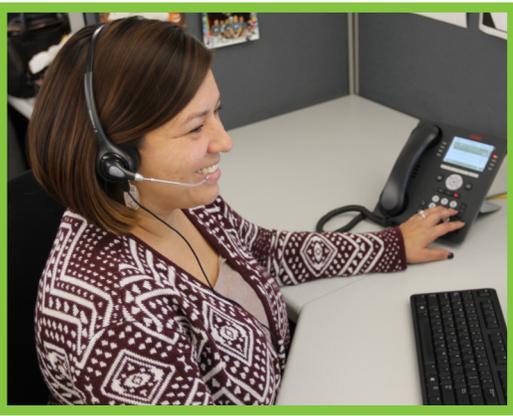


the utility consistent ratings in recent years: "AA Stable" with Fitch, Inc.; "A1 Positive" with Moody's; and "AA Stable" with Standard & Poor's. The utility's debt-to-equity ratio is 50:50 with \$140 million in strategic reserves. Under the rate proposal just approved, the debt-to-equity ratio will be temporarily adjusted to 60:40 with the goal of reducing the ratio back to 50:50 over a five-year period.

The City of Austin and its City Council regulate, monitor, and approve annual budgets, retail rate changes, reliability and customer concerns, as well as generation resource construction, planning, and operations. The Texas Public Utility Commission approves transmission rates and interfaces on reliability and wholesale market issues, along with the Electric Reliability Council of Texas (ERCOT), the state electric grid manager.

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. Since 1900, Austin's population has doubled every 20 years.





Austin City Government

The City of Austin is a progressive, dynamic, full-service municipal organization operating under the Council- Manager form of government. Austin's mayor is elected from the city at large, and ten council members are elected from single-member districts. Terms of the mayor and council members are four years, and terms are staggered so that a general election is held every two years with half the council being elected at each election. Term limits for the mayor and council members provide for two consecutive four-year terms which initiated in January, 2015.

The City Council appoints the City Manager who is the chief administrative and executive officer of the city. The City Manager has responsibilities for guiding and directing day-to-day operations as well as providing strategic research, recommendations, and management leadership to the City Council on budget, programs, policies, and services. The City Manager implements the organization's administrative responsibilities with a strong team of Assistant City Managers and the Austin Energy General Manager. The City Council and City Manager of Austin are committed to their mission of delivering the highest quality services in the most cost-effective manner. The organization's vision is to make Austin the most livable city in the country and the City Manager's resolve is to make it the best-managed city in the country.

Compensation and Benefits

The compensation and benefits for the Vice President of Customer Care Services offer a competitive salary depending on qualifications and an excellent benefits package and relocation assistance including:

- Retirement with the City of Austin Retirement Systems
- Health, dental, vision and life insurance (City pays employee coverage only, employee pays dependent coverage)
- Deferred compensation

HOW TO APPLY

Qualified applicants may apply online via the City of Austin Employment website at <http://www.austincityjobs.org/postings/52431>.

Please include salary requirements in the cover letter.

This position is open until filled; however, the on-line job posting will close on **March 25, 2016**. Following this date, applicant information will be offered to those candidates named as finalists, with reference checks, background checks, and academic verification conducted after receiving candidates' permission.

For more information, please contact Cindy Henson at **512-974-9304** or by email: cindy.henson@austintexas.gov



The City of Austin, TX is an equal opportunity employer and values diversity at all levels of its workforce.

