



## Career Service Authority

Page 1 of 6

# Director of IT Customer Relationships

### GENERAL STATEMENT OF CLASS DUTIES

Directs and manages the development and execution of a customer service delivery strategy; serves as a strategic advisor and technical expert on all internal and external service channels; and develops and maintains strategic relationships with internal city customers in order to define and establish customer service and technical support requirements.

### DISTINGUISHING CHARACTERISTICS

The Director of IT Customer Relationships functions as a liaison between client groups and IT management to define business needs and develop technical solutions. The Director of IT Customer Relationships is also responsible for marketing information technology capabilities to clients. The Director of IT Customer Relationships is distinguished from the *Manager 2* in Information Technology, which is responsible for directing and managing the delivery of a specific technology or operation "by developing objectives while implementing strategies and managing plans, programs, and projects."

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are in the form of stated vision and objectives for the division or agency.

Work assignment is unstructured and employee is responsible for implementing and managing a variety of objectives, resources, and strategies to achieve the goals of the division or agency. Duties performed include operational and organizational planning, developing standards, schedules, priorities, guidelines, processes, measurement (evaluation) systems, implementation of production and performance management standards, and allocating resources.

Employee is responsible for implementing operational goals and objectives for the management of a range of complex divisions and/or city wide responsibilities and overall functions in which several projects and programs may be in progress with simultaneous, multiple resource involvement. Develops solutions to organizational and operational problems, responsible for organizational management (development, staffing, and conflict), and allocating resources.

#### ***Level of Supervision Received and Quality Review:***

Under executive direction, the employee is delegated personal responsibilities and authorities over a division, agency, or department. Agency managers or directors, the Mayor, cabinet members, and/or a commission or board may review work for soundness of judgment and conclusion.

#### ***Interpersonal Communications and Purpose:***

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and knowledge are required. Contacts where

the exchange of information, support, influence, and cooperation may have a very significant impact on the organization.

***Level of Supervision Exercised:***

Supervises two or more managers and/or exempt level IT professionals.

**ESSENTIAL DUTIES**

Develops and executes a customer service delivery strategy, which aligns with and supports the city's technology and business strategies. Participates in developing organizational strategies, initiatives, policies and practices that have major consequence and/or long-term significance to information technology communications and customer service.

Establishes objectives and plans, designs and develops communication programs and projects utilizing technical expertise and directs and manages their implementation. Ensures programs and projects keep to schedules and are accomplished within budget projections.

Cultivates, fosters and maintains positive working relationships with representatives from agencies and departments, outside vendors, contractors, and consultants, and elected officials to define and establish customer service and technical support requirements.

Serves as a strategic advisor and provides expert advice to executive management on all short and long term actions, decisions, or positions related to the marketing of Technology Services to the city, including efforts on communication planning and program implementation.

Develops and implements communication procedures and standards within Technology Services, works with functional groups within Technology Services to communicate and clarify customer requirements, and coordinates the utilization of a variety of methods to collect feedback on user preferences for communication tools and channels.

Represents Technology Services' positions, initiatives, perspectives, and interests with other agencies and departments, community and business groups, and legislative officials at the request of, or on behalf of the executive.

Maintains external awareness, monitoring conditions, trends, innovations and practices that may have implications for the organization. Incorporates systems thinking to help lead change that supports continuous improvement.

Participates in the development of budget recommendations, secures resource allocations, and seeks alternative resource solutions for a functional and/or operational area(s).

Researches financial impacts, consequences of proposed projects, programs, actions, and provides justification to managers and/or executives and others as part of review/approval process.

Manages and directs subordinate staff; sets priorities; provides general guidance and instruction on expected outcomes; delegates and reviews work.

Prepares staffing plans and submits requests to higher level managers to meet organizational, functional or operational requirements. Initiates and implements hiring procedures, oversees and/or conducts interviews, approves subordinate staffs' candidate selection decisions/recommendations.

Sets performance standards/objectives within functional or operational area(s). Establishes and/or approves individual performance plans, provides coaching and feedback, conducts performance reviews.

Drives staff development initiatives to instill shared values and enhance core competencies across functions, operations and/or the organization. Initiates and implements activities to develop, build upon and encourage performance strengths of subordinate managers, supervisors and staff.

Performs other duties as assigned or directed.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge, & Skills:***

**Oral Communication** - Clearly communicates and explains agency/department policies and work assignments to staff and others, and communicates information about the assigned functional and/or operational area's activities to peers, higher-level managers, staff of other organizations, internal and external customers of a localized function, and local stakeholder groups.

**Written Communication** - Composes, reviews, edits and issues a variety of written materials for diverse audiences; communicates purpose in a succinct and organized manner, appropriate for context, time and place. Written materials affect a local assigned functional and/or operational area(s), a program(s) or segment thereof or limited population of customers.

**Sales & Marketing** - Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales controls systems.

**Communications & Media** - Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral and visual media.

**Interpersonal Skills** - Establishes and maintains constructive and cooperative interpersonal relationships with staff, peers, higher-level managers, staff of other organizations, internal customers, and external customer and stakeholder groups to accomplish the organization's mission. Adapts approaches to different people and situations.

**Conflict Management** - Minimizes confrontations, disagreements, complaints, and grievances and resolves them in a constructive manner. Works with staff, higher-level managers, peers, staff of other organizations, internal customers, a limited population of external customers and local stakeholder groups to generate areas of agreement and joint action.

**Influencing/Negotiating** - Uses persuasion to change the decisions, opinions, attitudes and behaviors of staff, higher-level managers, peers, internal customers, a limited population of external customers, and local stakeholder groups. Brings opposing groups or individuals together in order to reconcile differences and accomplish organizational goals that affect a local functional and/or operational area or a program segment.

**Financial Management** - Plans, administers, allocates, negotiates, and monitors revenue and/or expenditures to ensure cost-effective management of programs, projects and policies for functional and/or operational area(s).

**Decisiveness** - Commits to action, even in uncertain situations, by making sound and timely decisions necessary to carry out programs, ideas, systems or policies that affect a local functional and/or operational area, program segment, or limited population of customers.

**Problem Solving** - Uses logic to identify and solve problems involving part of an organization. Considers various choices, competing viewpoints and alternatives. Solutions primarily affect a local functional and/or operational area(s), program segment(s), or limited population of customers.

**Flexibility** - Is open to new ideas and adapts to changing work situations and priorities by modifying existing plans and work methods that affect part of an organization, higher-level managers, peers, staff of other organizations, internal customers, a limited population of external customers, and local stakeholder groups. Remains calm under pressure.

**Self-Direction** - Sets goals and takes initiative in implementing ideas, systems or policies that affect an functional and/or operational area(s), program(s), or limited population of customers. Manages time efficiently; encourages feedback; and invests in self-development.

**Client Orientation** - Applies quality management principles and processes for delivery of high-quality services in part of an organization; anticipates and meets demands of internal customers and a limited population of external customers; strives for continuous improvement.

**Leadership** - Initiates and sustains action to accomplish the goals of part of a functional and/or operational area within an agency/department by guiding and motivating others and gaining the confidence and active support of subordinates, peers, staff of other organizations, internal customers, a limited population of external customers, and local stakeholder groups. Achieves voluntary commitment to shared values and goals and adapts leadership style to different situations.

**Planning and Evaluating** - Establishes goals and objectives of a functional and/or operational area; identifies required resources and develops plans for carrying out the work in a timely manner. Monitors and evaluates progress to ensure that program(s) and policies are being implemented and adjusted as necessary to accomplish the organization's mission. Impact is limited to an operational or functional area, program(s), or limited population of customers.

**Human Resource Management** - Works with human resource staff to implement human resource policies for part of an organization to ensure accomplishment of organizational goals through effective recruitment, selection, training, performance appraisal, recognition and corrective/disciplinary action; maintains effective employee relations and complies with government/citywide regulations and policies.

**Managing Diverse Workforce** - Recognizes diversity as a business strategy; recruits, develops and retains a diverse workforce for an organization within an agency/corporation; promotes teamwork, acceptance and productivity among persons exhibiting cultural, ethnic, gender, and other individual differences.

**Team Building** - Encourages and facilitates cooperation and open communication and promotes team work at all levels in part of an organization; cooperates with staff, higher-level managers, peers, staff of other organizations, internal customers, a limited population of external customers, and local stakeholder groups to accomplish the organization's goals.

**Internal Controls/Integrity** - Implements, and maintains accounting and administrative controls for part of an organization within an agency/department. Exhibits personal integrity and promotes ethical conduct by employees; abides by the City's Code of Ethics.

**Technical Competence** - Is knowledgeable about the subject matter, procedures, requirements, regulations and policies related to area of responsibility. Provides expert advice to staff, higher-level managers, peers, program and administrative staff of other organizations, internal customers, a limit functional and/or operational area(s), program(s) or segment thereof or limited population within the City and County.

**External Awareness** - Stays informed about key issues affecting the assigned functional and/or operational areas and/or the agency/department, including political, economic, social, technological and administrative factors, and uses the information in making decisions that affect a wide range of agency/department activities, work of other organizations, or the public.

**Technology Management** - Integrates technology into the workplace; develops strategies using new technology to manage and improve the effectiveness of multiple functional and/or operational area(s) or program(s); understands the impact of technological changes on the organization.

**Web Technology** - Knowledge of the principles and methods of web technologies, tools, and delivery systems including web security, privacy policy practices, and user interface issues.

**Physical Demands** (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movement with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

### ***Working Environment:***

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Subject to varying and unpredictable situations.

Subject to long irregular hours.

### ***Education Requirement:***

Bachelor degree in Business Administration, Communications/Marketing, Computer Information Systems, Computer Science, or a directly related field.

### ***Experience Requirement:***

Three years of management level work in an administrative or operating capacity in information technology, of which one year must have included budget and fiscal oversight responsibilities and one year of establishing objectives and strategies for a functional and/or operational area.

***Education/Experience Equivalency:***

Two years of the appropriate type and level of experience will serve as an equivalency to one year of education.

***Licensure and/or Certification:***

Completion of the Career Service Authority supervisory training course prior to completion of the probationary period.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 03/21/2010

***ESTABLISHED BY:*** Melissa Fisher

***REVISED DATE:***

***REVISED BY:***

***CLASS HISTORY*** 3/2010 - This is a new classification.