



## Director of Customer Experience

Do you want to join a team that values Service, Collaboration and Excellence?

Do you want to work with an organization that is committed to serving its customers and community by providing clean, reliable, and affordable energy to Long Island and the Rockaways?

Is being part of a value-driven organization important to you?

**If yes, please check us out!**

### Who We Are

We are a team of motivated, engaged and exceptionally talented self-starters, willing to roll up our sleeves and do what is necessary to get the job done. If you are interested in joining this dynamic team and have a passion to learn, develop and want your experience to make an immediate impact, please apply.

To find out more about us, please visit our website [www.lipower.org](http://www.lipower.org)

### What We Offer

We offer an environment of continuous development and growth. LIPA offers a thriving company culture, exceptional colleagues, and great benefits. Our benefit package includes:

- ❖ Hybrid work and flexible hours
- ❖ Excellent Medical insurance
- ❖ No Cost Dental and Vision insurance
- ❖ Paid holidays and generous leave time
- ❖ Professional development opportunities
- ❖ Educational assistance opportunities
- ❖ Multiple retirement plan options with company contribution
- ❖ Short-term and long-term disability coverage
- ❖ Flexible spending account
- ❖ Life Insurance
- ❖ 529 College Savings Program
- ❖ \$300 Wellness Reimbursement

### What We Need

- ❖ Bachelor's degree from an accredited four (4) year college or university
- ❖ Ten (10) years of progressive professional utility experience
- ❖ Seven (7) years of management experience in some combination of customer service and/or utility functions
- ❖ Extensive experience, knowledge, and skills in the customer experience field
- ❖ Experience developing and presenting analysis and recommendations to senior executives and the Board of Trustees

#### LIPA's Corporate Values

**Service:** Our work is service. Everything we do is for the benefit of our customers.

**Collaboration:** Operate as one LIPA team. Everyone is included.

**Excellence:** One plan, with relentless implementation. Clear performance goals.

- ❖ Ability to analyse and synthesize complex reports, data, and research into business insights, and effectively communicate the information and recommendations in oral and written deliverables for diverse audiences
- ❖ Innovation-driven business acumen and knowledge of customer experience and industry trends
- ❖ Proven ability to work at an executive level in a fast-paced environment
- ❖ Proven ability to identify and solve complex problems working with diverse stakeholders
- ❖ Knowledge of all federal, state, and local laws, regulations, statutes, requirements, etc. related to customer experience in electric utilities
- ❖ Thorough knowledge of emergency planning concepts and procedures
- ❖ Advanced problem-solving techniques and skills
- ❖ Organized with ability to prioritize projects and tasks and meet deadlines; ability to manage multiple projects simultaneously
- ❖ Proficiency in using standard office equipment and programs such as Microsoft Word and Excel
- ❖ Ability to establish/maintain effective working relationships with all levels of employees, customers, officials, and the general public

### **What You'll Do At LIPA**

The Director of Customer Experience assists in fulfilling LIPA's purpose of clean, reliable, and affordable electric service for our customers on Long Island and the Rockaways by leading the customer experience team, setting strategy, and conducting oversight of LIPA's Service Provider's customer organization. The Director plays a vital role in ensuring that the Service Provider provides a consistent experience for LIPA's customers at every touchpoint across all channels and in accordance with industry best practices.

The Director is responsible for leadership, innovation, governance, policy, and managing LIPA's operational and strategic plans for defining the customer experience. The Director is also responsible for establishing and monitoring customer experience metrics and ensuring the Service Provider's performance related to those metrics.

This position is also responsible for monitoring state, local, and federal initiatives and policies relating to utility customer service; and consulting with DPS, NYSEERDA, and other governmental agencies on PSEG LI/LIPA compliance and LIPA's administration of the customer complaint appeal process.

### **Other Essential Job Functions include:**

- ❖ Develops and leads LIPA's Customer Experience team by providing vision, directing areas of focus, and establishing key initiatives and performance measures that align with LIPA's strategic priorities
- ❖ Works effectively with the Executive team, management, and staff to instill a customer-centric culture at all levels of LIPA to enhance customer experiences.
- ❖ Directs or advises LIPA staff in the following areas:
  - Provides oversight of the Service Provider's processes and performance of the Call Center, customer offices, billing, field collections, Sarbanes Oxley requirements, payment processing, meter reading (including AMI), and back-office collections, including tier 1 and tier 2 metrics.
  - Interactions between DPS and the Service Provider, including collections cases, Utility 2.0 Annual Plan Update, project implementation, and monitoring Energy Efficiency and Renewable Energy targets.
  - Implementation of retail clean energy programs to meet LIPA and NYS policies.
  - Customer-related laws and regulations and the Service Provider's compliance.
  - Customer operations plans, processes, regulations, and tariffs, including adoption of new technologies and industry best practices.
  - Prioritizes key functions in the development of customer experience data analytics.

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- Recommending new performance metrics in the customer operations area.
- Customer complaints, including interaction with DPS on complaints and billing complaints (e.g., shared meter) and decision-making process.
- Representing LIPA in state and regional inter-governmental working groups, and conferences.
- ❖ Establishes and manages metrics to improve customer satisfaction and service delivery. Uses data analytics to provide useful customer insights to meet customer expectations and make financial decisions
- ❖ Identifies gaps or weaknesses in processes or procedures associated with service delivery and oversees the Service Provider's effectiveness leading cross-functional teams to address deficiencies and improve performance
- ❖ Monitor the Service Provider's development of customer strategies to maximize financial health by increasing automation and technology
- ❖ Coordinates with the Service Provider and monitors the planning, developing, and managing of specific customer programs and projects necessary to achieve LIPA's strategy.
- ❖ Ensures all customer-related agreements are administered in accordance with terms and conditions in compliance with associated general statutes
- ❖ Monitors the Service Provider's actions related to establishing efficient and effective customer service channels of communication and bill payment
- ❖ Responsible for overseeing meter management, including utility field services, meter testing and repair, loss control, meter alerts and events, meter read validation, and billing meter-to-billing communications
- ❖ Responsible for monitoring the Service Provider's establishment of systems to ensure billing requirements are met, and accurate and timely billing and revenue are collected appropriately
- ❖ Responsible for ensuring the Service Provider is developing and implementing organizational best practices to support effective customer experiences and providing feedback as appropriate
- ❖ Oversees and manages all aspects of consultants and contractors as needed to support the strategic goals of the Customer Experience team
- ❖ Effectively manages budgetary and fiscal responsibilities for the Customer Experience function
- ❖ Represents LIPA through participation in communication and educational programs, community events, national, state, and regional industry organizations, and local community organizations.

Salary Range: \$ 220,000-\$260,000

LIPA is an equal opportunity employer.

Applying: Interested parties should submit their cover letter and resume to Barbara Ann Dillon, Vice President of Human Resources and Administration, at 2024 [Directorofcustomerexperience@lipower.org](mailto:Directorofcustomerexperience@lipower.org)

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