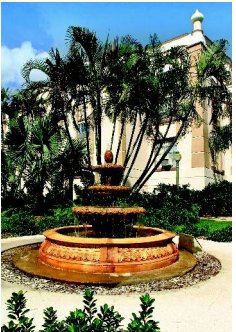


Lake Worth has what few other communities in the area have: history and character. The town was planned in 1918 and developed through the 1920's by a single land owner. It was given an urban form imitated in new communities today by "new urbanists." It is good urbanism – walkable with the scale of a town, a strongly defined downtown, historic structures and significant parks on the water.

**Knowledge, Skills, & Abilities Necessary**

- Lake Worth seeks a highly motivated, innovative, positive, and outcome-oriented Customer Services Manager who is a proven leader with a strong background in the customer service field. The selected candidate will have experience developing positive customer service policies and training programs, creating a welcoming and positive work environment, and possessing the attributes necessary to both maximize revenue collection and improve customer and associate satisfaction and morale.
- The selected Customer Services Manager will serve as an ambassador for the City of Lake Worth exemplifying our organization's commitment to reconnecting and improving our relationship with the community.
- The City of Lake Worth seeks an individual who is accustomed to developing strong, collaborative relationships with both employees and customers. He/she must be able to resolve complex customer service/billing issues in a manner that will positively reflect on our organization's commitment to professionalism and providing quality utility services to our customers.
- The selected candidate must possess strong interpersonal skills and a management style that is approachable and encourages open communication based on an environment of trust, integrity, and genuine concern for the customer.



**Compensation**

- Compensation for the Utilities Customer Services Manager will depend on the experience and qualifications of the candidate. The City of Lake Worth is prepared to offer a competitive, negotiable salary to the selected candidate. Benefits are competitive with the local market.

**To Apply**

Please send your resume and cover letter IMMEDIATELY to:

Robert E. Slavin, President  
 SLAVIN MANAGEMENT CONSULTANTS  
 3040 Holcomb Bridge Road, Suite A-1  
 Norcross, Georgia 30071  
 Phone: (770) 449-4656  
 Fax: (770) 416-0848  
 email: [slavin@bellsouth.net](mailto:slavin@bellsouth.net)  
[www.slavinweb.com](http://www.slavinweb.com)



PLEASE BE AWARE THAT APPLICATIONS ARE SUBJECT TO FLORIDA'S OPEN RECORDS LAW.

THE CITY OF LAKE WORTH IS AN EQUAL OPPORTUNITY EMPLOYER. MINORITY AND FEMALE CANDIDATES ARE STRONGLY ENCOURAGED TO APPLY.

Visit Lake Worth on the Web at [www.lakeworth.org](http://www.lakeworth.org)



# Utilities Customer Services Manager

November 2009

**About the City**



Beach Triathlon

Lake Worth is a coastal city of 43,000 residents and 7 square miles located in Palm Beach County, Florida. The Atlantic Ocean and the broad waters of the Lake Worth lagoon form the City's eastern boundary. The cities of West Palm Beach and Palm Beach are its northern neighbors. Its location at the latitude where the subtropics of North America begin gives the

City its extraordinary climate and landscape. Lake Worth is a dynamic, multi-cultural city with a strong social and environmental consciousness. People are drawn to the City by its individualistic style, acceptance of different cultures and lifestyles, many historic structures, hip downtown, and distinctive residential neighborhoods. The City has a rich history and is protective of its historic architectural fabric. Lake Worth is one of the few towns in South Florida that has avoided high-rise development and retained its old-Florida flavor. The downtown is considered the artistic soul of Lake Worth with an historic theater and museum, live music clubs, coffee houses, art galleries, antique

malls, retail stores, and many restaurants. The City has a broad array of recreational opportunities including the beach, boating in fresh and saltwater, a municipally-owned golf course and fishing pier, a waterfront amphitheater, and many parks and athletic facilities.



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# Utilities Customer Services Manager

## About the City Government

Lake Worth operates under a commission/manager form of government. The City Commission consists of a Mayor elected at-large and four City Commissioners elected by district in non-partisan elections. The current members of the City Commission are activists and have a very strong commitment to good government, transparency in government, citizen involvement and input to the governing process, and sustainability. The City Manager, Susan Stanton,

was appointed to the position in April 2009. Susan served as the City Manager of Largo, Florida for over 14 years. Susan is known as a high performance manager who is driven to upgrade the quality of life and create a distinctive brand in the communities she serves. She puts together cohesive, achievement-oriented management teams. Lake Worth is a full-service city with 350 full-time employees and an all funds annual budget of \$138 million. The budget is

large for a city of this size because the City operates an electrical power plant. Police and fire services are provided through contract with other entities.



Lake Worth City Hall

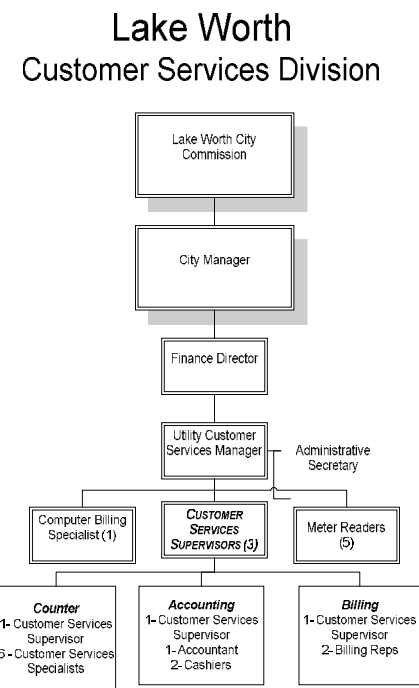
TOURISM, RETAIL AND CONSTRUCTION ARE THE MAIN INDUSTRIES SUPPORTING THE LOCAL ECONOMY. TOURISTS ARE ATTRACTED TO THE CITY'S QUARTER-MILE, MUNICIPALLY-OWNED BEACH WITH AN OCEAN FISHING PIER COMBINED WITH THE BEACH COMPLEX OF AN OLYMPIC-SIZE, HEATED SWIMMING POOL, RESTAURANTS AND OCEANFRONT SHOPS.

## The Utilities Customer Services Division

Customer Services is a division of the Finance Department. The Finance Department has functional responsibility for accounting, financial reporting, debt structuring and management, treasury functions including utility collections and investment of cash, financial controls, asset controls, revenue studies and monitoring, and financial and budget advice. The Customer Services Division employs approximately 25 full time equivalent s (FTE's). Primary functions of this division include utility billing, meter reading, utility accounting, and management of the customer service counter.

The Customer Services Division is responsible for collecting revenue from each of the City's utility services including: Electric, Water, Sewer, and Commercial

Refuse. The Division manages more than 26,000 utility accounts. This Division spends much of its time directly interacting with the community because nearly 16,000 of Lake Worth's utility customers choose to pay their utility bills in-person at the Customer Services counter.



# The City of Lake Worth, Florida

## About the Position

Major responsibilities assigned to the position include:

- Development of improved customer service program and related policies.
- Improving employee morale and customer satisfaction in the Customer Services Division.
- Resolving escalated customer disputes.
- Maximizing revenue collection in a sensitive and customer-friendly manner.
- Assisting with the development of customer service-related marketing and public relations materials.
- Implementing an extensive employee training and evaluation program that will maximize the potential of Lake Worth's outstanding Customer Services employees.

## Innovative Opportunities

- Developing an improved customer outreach and customer relationship management program.
- Creation of a comprehensive complaint resolution, escalation and tracking program.
- Development of a more fluid and dynamic organizational structure for the Customer Services Division.
- Establishment of clear, consistent and concise policies and procedures for Customer Services employees to follow.
- Possible establishment of a City-wide call center and/or communication program.

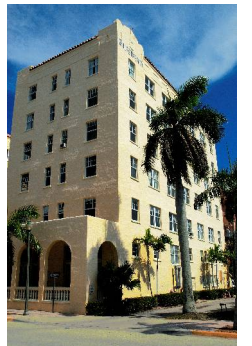
## Candidate Requirements

### Education Requirements

- Candidates must possess, at a minimum, a bachelor's degree in business management, public administration or a related field. A master's degree or certification in a related field is preferred.

### Experience Requirements

- Candidates should have a minimum of 5 years' experience in the customer service industry with at least one year of experience working in either utility services or for a local government, and a minimum of 2 years working in a management or supervisory position.

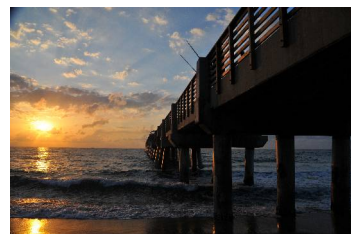


Gulfstream Building

SOME SAY THAT LAKE WORTH'S "SENSE OF PLACE" IS ONE OF ITS STRONGEST ASSETS.



Mango Inn Entrance



Lake Worth Pier at Sunrise