



## Lehigh County Authority – Customer Care Director

---

### Customer Care Director

Are you an experienced people manager with strong customer service, analytical, and data management skills? If so, **Lehigh County Authority** encourages you to apply for an exciting opportunity to serve in the capacity of **Customer Care Director** where you will be responsible for providing overall direction, including strategic and tactical leadership, for all Customer Care operations including customer service, billing, and metering. As a key member of our team, you'll have the opportunity to be a change champion using your business acumen, process improvement, coaching, and mentoring skills, along with handling challenging customer matters with compassion.

### About Us and What We Offer You

Established in 1966, **Lehigh County Authority (LCA)** is a municipal authority focused on providing high-quality, affordable water and sewer services to our customers. We operate in a cost-effective and efficient manner that results in affordable rates for public services such as the water and sewer services LCA provides.

LCA works directly with ratepayers (water and sewer customers) to meet their needs and to develop partnerships and cooperative programs with neighboring municipal water and sewer systems. LCA's water rates are among the lowest in the Lehigh Valley, and our regional approach allows us to act quickly and to provide enhanced services where and when needed. LCA is an exciting and busy place to work, and our employees are the key to ensuring that our public services are valuable, affordable and of the high quality our customers expect.

### Benefits and Perks

LCA offers competitive pay and robust benefits including:

- Health, dental and vision coverage – covers employee and eligible dependents with affordable employee contributions.
- Generous paid vacation, excused absence, personal days, and holidays.
- Company provided life insurance.
- Eligibility for two retirement plans - Pennsylvania Municipal Retirement Plan and 457(Empower).

### What the Job Looks Like

Essential functions include, but are not limited to:

- Assume full management responsibility for all services to include customer service, utility billing, water meter installations, meter reading and maintenance, and collections programs.
- Directs customer care programs to ensure customer satisfaction, collections, meter reading performance, and other quality indicators are met.
- Develops and executes short- and long-term strategies and plans related to customer service, metering, billing, and collections to enhance the customer's experience with the Authority.
- Ensures the effective and efficient use of data systems and technology including the Authority's billing and customer information system, meter reading systems, and other related platforms.
- Develops and implements process improvements to increase efficiency, reduce reliance on paper processes, and enhance the use of existing technology.
- Supervises, selects, develops, trains, determines compensation, and evaluates personnel.
- Oversees customer issues to ensure effective and long-term problem resolution and that responses are handled in a professional and effective manner.

### Important Qualifications to your Success



## Lehigh County Authority – Customer Care Director

---

- **Education:** Bachelor's degree from accredited college or university in Business Administration, Public Administration, Finance or related field.
- **Experience:** Ten years progressive experience with customer service, billing, and collections administration with a minimum of three years' experience in a supervisory or management capacity.
- **Computer Skills:** Proficiency with Microsoft Excel, Word, Power Point, Outlook, Crystal Reports, and financial management/billing software required. Munis ERP experience desired.
- **Communication and Writing Skills:** Excellent oral/written communication, writing, and presentation skills required. Bilingual candidates desired.
- **Interpersonal Skills:** Must be a strong hands-on leader adept in problem solving and conflict management, and able to establish and maintain effective working relationships with employees, managers, customers, and the public.

### I'm interested, how do I get started?

Apply to: <https://app.jobvite.com/j?cj=or8vefw2&s=PMAA>

Our hiring management partner is myHR Partner. myHR Partner is not a staffing service or recruiter. All resumes/applications will be reviewed for this position and only for our organization. Applicants who meet the initial qualifications will be contacted for a video interview.

### To check on an application you've submitted:

If you already registered your account on Jobvite, [click here](#) to log in and check the status of your application. If you have not yet registered your account, [click here](#) to register.

*If you are selected to receive an offer of employment with our company, your employment may be contingent upon the successful completion of work references and other background checks.*

We realize that it takes time and effort to go through our application process and we thank you for considering applying for this position. We kindly ask for no emails or phone calls as a means to further your application process. These efforts will not enhance your opportunity for consideration, and we are not equipped to respond to these requests. We thank you in advance for your adherence to this request. Thank you for your interest in our position. We appreciate the time you have taken to apply with us.

EOE, M/F/D/V.