



Customer Experience Manager

This position reports to the Director of Communications and is located at the Electric Center: 1200 Fort Vancouver Way, Vancouver Washington 98668

WHAT YOU WOULD DO:

A seasoned communications professional with deep experience in analytics and data-driven strategy, you will dive into existing data and lead future research initiatives to provide sound customer-centered strategic communications and customer experience direction. Managing a team of two direct reports, you will:

MANAGE ALL UTILITY RESEARCH, DATA ANALYTICS AND KPI REPORTING

- Partner with teams throughout the utility to build a culture of data-driven insights
- Aggregate all utility research including third-party and proprietary survey data, performance analytics and lead analysis and reporting
- Ensure the customer voice and feedback is central to decision making related to overall customer journey
- Present recommendations for alignment and implementation across the organization

LEAD CUSTOMER EXPERIENCE AND COMMUNICATIONS

- Manage marketing/brand strategy to meet increasingly diverse customer expectations
- Oversee all public digital platforms, including social and web, and coordinate long-term integration of emerging technologies with internal Information Services and external digital resources
- Support media relations, advertising and development of customer information/materials to ensure consistency and alignment with organizational objectives
- Provide communications counsel related to reputation management and lead strategic planning for proactive public relations efforts
- Coach team of communications specialists and provide counsel, context and career support

QUALIFICATIONS:

This position interacts with utility and community leadership at the highest levels – discretion and sophistication in interpersonal and public communication is key. Must have a Bachelor's degree in a related field and at least five to eight years of applicable work experience. Demonstrated proficiency in customer communications and research analysis/reporting related to customer experience is required. Master's degree or post-secondary training in a related field, and program or personnel management experience is preferred.

HOW TO APPLY:

Clark Public Utilities offers excellent benefits, an attractive wage, and company incentive programs. For confidential consideration, please forward your resume with cover letter by **September 13, 2019**, via email to jobs@clarkpud.com. Resumes may also be sent to Clark Public Utilities, Human Resources Department, P.O. BOX 8900, Vancouver, WA 98668.

CLARK PUBLIC UTILITIES is a customer-owned electric and water utility located in Vancouver, Washington.

Our utility is committed to providing exceptional customer service, reliability, and efficiency.

Equal Opportunity Employer