

Citizen Services Manager (Program Supervisor)

Norfolk Cares Assistance Center

Our prior Manager was promoted, so we are looking for another great leader to build and maintain relationships with the public to efficiently receive and effectively respond to residents needs for information and services; and, to successfully resolve concerns about services. The Citizen Services Manager leads Norfolk's one-call-does-it-all Norfolk Cares Assistance Center; responds to questions about City services; coordinates responses among city departments; and identifies trends and translates issues into recommendations for improvements to increase customer satisfaction. This is accomplished by managing the Norfolk Cares Assistance Center, City Hall Information Kiosks, various web and telephone based automated information systems, and interdepartmental coordination. The ability to evaluate and manage evolving technologies and programs, such as 311, is required. Minimum requirements also include equivalent to a bachelor's degree and a minimum of five years of experience in a related field that demonstrates the ability to communicate and perform effectively in a high-performance environment. Salary range: \$43,481 - \$69,508. For detailed position requirements or to apply, please visit the City of Norfolk's website at www.norfolk.gov/jobs. Deadline to apply is 11/15/2010, 5:00 p.m. EOE