Manager, MiWay - Customer Experience

Req ID: 21525
Vacancy Type: Permanent
Number of Positions: 1
Closing Date: 04/07/2022

**Job Summary**

As the Manager, Customer Experience you will lead the customer success program for the MiWay transit division.  You will develop strategic programs to measure and drive continuous improvement for both the internal culture and the external customer experience with MiWay.
The Manager will lead three customer focused teams (20+ staff) which include customer experience (internal and external programs), customer service (customer call centre, feedback & in person customer support) and internal communications, innovation & employee programs.

**Duties and Responsibilities**

Customer Experience (CX) Program for the MiWay Division
•    This role is responsible for the Customer experience strategy development, annual reviews of short and long term goals, delivery of the division wide CX programs that are contained in the strategy and measurement of effectiveness of the programs.
•    Develop and lead the MiWay customer measurement programs (Journey Mapping, voice of the customer, customer charter etc) to gain and understanding of the customer pain points and moments of truth.
•    Work with the Transit Leadership team to develop action plans related to areas of improvement in each of the MiWay sections.  Ensures actions are understood and acted upon to effectively improve the overall customer experience.
•    Provide support to all MiWay teams as it relates to cultural change programs for the transit division.

MiWay Customer Service Team
•    Manages MiWay’s Customer Service team: Customer Call Centre, Customer Information Booth (including lost & found) at the City Centre Transit Terminal (CCTT), Customer Service Ambassadors provide in person customer assistance while on MiWay stations, stops or on buses.
•    Leads the development implementation of a Customer Service Strategy which will review and discover customer service needs, identify areas of improvement, review staffing requirements and explore new technologies related to the call centre.
•    Effectively leads the collective bargaining process with the Union UFCW to ensure a strong agreement is established that supports the business needs of MiWay.
•    Ensures that all customers complaints are addressed professionally through a quality assurance program and ongoing staff training

Employee Internal Communications Program
•    Manage the MiWay Strategic plan program for the transit division.  Lead the annual action planning exercises with the leadership team to update and add yearly division wide goals and team actions.  Support each of the section teams in aligning their goals to the division strategic plan.
•    Develops and maintains internal programs such a staff onboarding program, recognition program to build support for a positive working culture
•    Improve employee participation and knowledge of the MiWay strategic priorities and action plans as they relate to each section.
•    Increase employee reach and access to department and business information
•    Coordinates the Directors monthly newsletters and bi-annual division wide information sessions.
•    Works closely with management and leaders to gain an understanding of their teams internal communication needs and provides guidance and recommendations for improvements

**Skills and Qualifications**

•    Post secondary degree in Business, Human Resources, Organization Development or similar field.
•    Minimum of 5 years management experience working in a customer focused environment.
•    Must have strong project management skills with the ability to build strategic plans, lead change and manage measurement programs.
•    Advanced professional writing and verbal communication skills.  Must have the ability to develop and present to staff and leaders in a well organized and professional manner.
•    Must have the ability to work in an agile and fast-paced environment.
•    Strong people leadership skills with the ability to lead cultural change and drive a positive working environment
•    Experience working with a union environment is an asset.
•    Experience in research and insight development techniques.
•    Solid computer knowledge and understanding is required.

Hourly Rate/Salary: $ 102,639.00 - $ 136,847.00
Hours of Work: 35
Work Location: Semenyk Court
Department/Division/Section: T&W/Transportation&Works Dept , T&W/Mississauga Transit , MT Business Development
Non-Union/Union: Non Union

**COVID-19 Update:**As per the City’s Employee and Volunteer COVID-19 Vaccination Policy, all external candidates (including previously employed individuals) must show their Fully Vaccinated Confirmation or apply for and receive confirmation of a creed or medical exemption from the City **before their first day**.

A Criminal Record and Judicial Matters Check (Level 2) or Vulnerable Sector Check (Level 3) will be required of the successful candidate, at their own expense, to verify the absence of a criminal record for which a pardon has not been granted.

We thank all who apply, however, only those candidates selected for an interview will be contacted. You can also check your application status in your candidate profile online.

All personal information is collected under the authority of the Municipal Act.

We are an Equal Opportunity Employer. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, the City of Mississauga will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform Human Resources of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.