

Customer Service Management



Customer Service Management Team



Customer Service Manager

Kimberly Crowell

Eastside Service Center

Dawn Bell –Team Leader

Tracey Simmons –Team Leader

Downtown

Melanie Greenlee – Call Center & Service Center Manager

Keturah Maxwell – Service Center Team Leader

Micah Thomas – Call Center Team Leader

Kyra Johnson – Quality Assurance Team Leader

Support Functions

Bethany Batie – WRAP and Disputes Team Leader

Constance Sloan – Deeds and Email Team Leader

Stephen Turner – Permits & Demo and Landlord Tenant Team Leader

Westside Service Center

Rhonda Cox – Manager

Adriane Johnson – Team Leader

Management Goals



To improve efficiencies by:

- Providing training and guidance
- Increasing employee engagement
- Promoting an enjoyable work environment
- Improving policy and procedure
- Finding improved ways to navigate pain points

Current Management Projects



Project	Description
Training	Multiple training courses offered by different team leads: L&T, Email Etiquette, Drainage, WRAP
Employee of the Month	Launched in February 2019, allows management and team members to nominate others based on characteristics of credibility, identity, fellowship, respect, and equality
Employee Engagement	An activity is promoted each month allowing team member participation
Zipwire Email Integration	Integrating customer emails into Zipwire for better management and reporting
Workforce Management	A case study on current Zipwire management aimed at improving system functions
Movement Days	Scheduled call center days for employees to get up and move/dance during their shift

Employee of the Month

February Winners

Dorian Wilson



Terecia White



Developed by: Tracey Simmons

Selection Committee: Kimberly Crowell, Tracey Simmons, Adriane Johnson, Keturah Maxwell, Bethany Batie, and Rhonda Cox

Employee Engagement



Opening Day

LET'S SHOW OUR CITY OF DETROIT SPIRIT AND SUPPORT THE DETROIT TIGERS ON OPENING DAY APRIL 4TH.

A DAY AT THE BALLPARK WILL CONSIST OF:

- Wearing your Tigers Shirt and Jeans
- (2) Chili Dogs, Garden Salad, (1) Bag of Chips and (1) Can Pop

\$6.00 per person

****Please let your Team Lead know by 03/22/2019 if you plan to participate. Money is due by 03/29/2019.****

"ST. PATRICK'S DAY FUN"



PURCHASE A POT OF GOLD FULL OF CANDY FOR YOURSELF OR TO SHARE SOME SUNSHINE



\$1.00

SELECT POTS OF GOLD WILL CONTAIN A SPECIAL SURPRISE

NOTE: NOT ALL POTS OF GOLD WILL CONTAIN A SPECIAL PRIZE

CUSTOMER SERVICE

Valentine's Day Celebration

CANDY GRAMS



FOR SALE

Candy Grams

Suckers \$5.00
Bags of Candy \$1.00

Please visit customer for a delivered Candy Gram. For each person who orders your own Sucker, 10.00 please visit customer for more or 10.00 Sucker for customer who orders 10.00 Sucker. Orders will be taken from the 10.00 Sucker and delivered to the 10.00 Sucker. Thank you for your order.

Developed by: Constance Sloan and Adriane Johnson

Continuous Leadership Development



- The entire management team has been attending a ten course leadership program since August 2018
 - Completion by June 2019
- Team Leader Bethany Batie is currently complete with all courses and has enrolled in additional course work offered through the City of Detroit and Davenport University
- As management completes all ten courses, new courses will be assigned

Management Team Future



- **Take on more projects**
- **Provide consistent and in depth assessment of policies and procedures**
 - Identify issues and provide possible solutions.
- **Continue to grow as leaders**
 - Take additional courses to enhance leadership skills
- **Improve quality of coaching and feedback**

Questions?