



# *The City of Long Beach*

*invites your interest  
for the position of*

## **Customer Services Bureau Manager**



**Cover Photos by: Thomas McConville**

## The City of Long Beach

Ideally located on the Pacific coast just south of Los Angeles and adjacent to Orange County, the City of Long Beach, California (population 485,000) is at once a Southern California seaside resort, an urban metropolis with a diverse economy, and a tapestry of small neighborhoods whose international cultures are woven into a tightly knit yet heterogeneous community.

Long Beach enjoys a quintessential Southern California climate that makes its abundance of cultural and recreational options appealing throughout the year. It boasts six miles of beaches and numerous beautiful parks and open spaces, as well as The Long Beach Convention Center, Aquarium of the Pacific, Queen Mary, and the annual IndyCar Acura Grand Prix of Long Beach. Along with a variety of other attractions that include two historic ranchos, three marinas, and five golf courses, the City's many offerings help to draw 5.5 million visitors every year.



The community's economy is further supported by a wide variety of industries including education, health and social services, manufacturing, retail trade, and professional services, among others. The City is a hotbed for startup activity, education and ingenuity. Also, located within the City are Long Beach City College and California State University, Long Beach, which has repeatedly been named a "Best Value College" in the nation by Kiplinger. Serving the K-12 student population, the Long Beach Unified School District consistently attracts international recognition for increasing student achievement and public education best practices and consistently ranks among the Top 10 urban school districts in the country in a variety of reports and rating systems.

Committed to using technology to help deliver the best possible services, Long Beach has been named among the Top 10 "Digital City" in America for seven consecutive years. The seventh largest city in California and one of the most diverse in the country, Long Beach offers its residents and visitors all the amenities of a large metropolis while maintaining a strong sense of community and cohesiveness throughout a wide variety of unique and desirable neighborhoods. Long Beach is known for being bike-friendly and has been ranked the 10th most walkable city in the nation in both 2016 and 2017.

## City Government and the Technology and Innovation Department

Long Beach is a full-service Charter City governed by nine City Council members who are elected by district and a Mayor that is elected at-large. Elected officials also include the City Attorney, City Auditor, and City Prosecutor. The Council Members and the Mayor are subject to a two-term limit, which allows them to serve for a maximum of eight years. The City Council appoints a City Manager and a City Clerk. The City Manager is responsible for the efficient administration of all City departments, excluding those under the direction of a separately elected official, Board or Commission. Long Beach is a full service City providing all traditional public services. In addition to its traditional services, Long Beach also maintains one of the world's busiest seaports, which serves as a leading gateway for international trade. The City also has its own full-service commercial airport, an Energy Resources Department, and is one of only three cities in California with

its own Health Department. Long Beach is supported by a total FY 2019 budget of approximately \$3.0 billion, with the General Fund budget totaling \$500 million. More than 6,000 full and part-time employees support municipal operations with the majority being represented by eleven employee associations.



The Technology and Innovation Department (TID) plans and develops the technology infrastructure for the City and provides a centralized resource for technology deployment and support throughout the City. The Department integrates people, processes, and technology to increase the efficiency and effectiveness of City services through the work of its 159 FTEs while operating on a FY 2018-19 annual budget of nearly \$50.1 million. TID is organized into four bureaus: Business Information Services, Infrastructure Services, Customer Services and Business Operations. The Department also manages LBTV, a production studio that develops custom programming and distributes City multimedia content via its broadcast TV station and social media platforms. Additional information about the department is available at [www.longbeach.gov/ti](http://www.longbeach.gov/ti).

## The Position and Ideal Candidate Profile

The Customer Services Bureau Manager reports directly to the Director of TID/CIO and has an essential role in the overall transformation of the Department. TID is a technologically talented and savvy organization that is incorporating a private-sector philosophy into a municipal environment, challenging staff to be highly innovative and adaptive. This environment requires a leader with a high level of understanding of current trends and future directions in technology, while managing expectations and project timelines. The Customer Services Bureau includes three divisions – Desktop Support, Asset Management and the Help Desk. The Manager will oversee 28 employees and will provide progressive and proactive leadership to ensure exceptional customer service and efficient and effective delivery of innovative technology services. The common theme for all departmental efforts is “service and solutions delivery.”

This position is part of TID’s senior management team which leads and advises Long Beach to effectively respond to a rapidly evolving technology environment. The specific responsibilities and essential priorities for this role include:

- ◆ Plans, organizes and directs the activities of the Customer Services Bureau including managing allocation of staff and resources, hiring, staff development, and performance management.
- ◆ Develops the Customer Services Bureau’s needs for system enhancements, process improvements, and upgrades to TID’s service management system (ServiceNow).
- ◆ Plans and oversees the acquisition and installation of computers, printers, mobile devices and other equipment for City departments.
- ◆ Oversees the receipt, tracking and resolution of help desk tickets and service requests to ensure all divisions are providing outstanding customer service to both internal and external customers.
- ◆ Develops and delivers the technology training program for City employees.
- ◆ Negotiates and administers numerous technology vendor contracts for goods and services.
- ◆ Oversees the management of all technology equipment inventory to ensure accurate reporting and sufficient controls are in place.



The City currently has a number of critical projects in various phases of implementation. These projects include the implementation of a new Tyler Munis Enterprise Resource Planning system, ongoing upgrades to the City’s new website, utility billing system and permitting system, implementation of a new Customer Relationship Management system, and implementation of a Citywide Electronic Document Management system. Internal organizational development priorities include a need to lead cultural and operational changes and to replace outgoing staff and the accompanying loss of “institutional memory.”

The nature of this role requires a total commitment towards the mission and sense of purpose of the department. This requires creative and innovative solutions, a tremendous energy level, an active and engaged leadership style, a commitment to service and a passion for providing excellent technology solutions. The Bureau Manager will also maintain an active presence in working with policy makers, elected officials, City department heads and other

key members of the user community in representing the department and ensuring business needs are addressed in a proactive, positive and innovative fashion.

The ideal candidate is a strategic thinker that brings high levels of vision and innovation in tandem with the ability to operate in a fast paced, fluid and dynamic operational environment. A collaborative, active, and engaged leadership style will be essential towards creating a positive, team-oriented environment and in establishing positive relationships with staff, peers, and the executive leadership team and policy makers. In helping create a sense of trust and accountability, the new CSB Bureau Manager will be an open and sharing communicator and progressive mentor focused on staff development. The expectation is to effectively navigate, address, and adapt to the myriad of complex organizational considerations with a high level of energy and sense of enthusiasm. A high premium on service delivery and positive customer experiences will be essential in being perceived as a true business partner with city operations. Industry benchmarking and implementation of best practices are expected in this role along with an ability to effectively manage and communicate the balance between customer expectations and operational capacity.

The position requires a minimum of seven or more years professional level experience in information technology, business administration or computer support fields with at least three of those years at an administrative or supervisory level with overall responsibility for budgets, personnel administration and project management. A BA/BS degree from an accredited college or university in Computer Science, Information Systems, Public Administration, Business or related field is required and a Master’s degree is highly desirable. The ideal background will include a mix of private and public sector experience at the management level with a focus on IT customer service and asset management.

## Compensation and Benefits

The salary range for this position is \$140,000 to \$160,000 annually, DOQ. Placement in the range will depend on qualifications. The City's compensation package also encompasses an attractive benefits package that includes:

- ◆ Retirement – City offers CalPERS with a benefit of 2.5% @ 55 for Classic members or 2% at 62 for new members as defined by PEPPRA, subject to the limitations set by PERS. Employee pays the employee portion. The City also participates in Social Security.
- ◆ Vacation – Twelve (12) days after one year of service; 15 days after four years, six months of service; 20 days after 19.5 years of service.
- ◆ Executive Leave – Forty (40) hours per year.
- ◆ Sick Leave – One day earned per month; unlimited accumulation; conversion upon retirement to cash credit toward health and/or dental insurance premiums, or to pension credits.
- ◆ Holidays – Nine designated holidays per year, plus four personal holidays to be used at the employee's discretion.
- ◆ Transportation Allowance
- ◆ Health and Dental Insurance – The City offers an HMO and PPO option for health and dental insurance coverage. The City pays a major portion of the premium for employee and dependents depending on the health/dental plan selected.
- ◆ Life Insurance – City-paid term life insurance policy equal to three times annual salary to a maximum of \$500,000.
- ◆ Disability – City-paid short-term and long-term disability insurance.
- ◆ Flexible Spending Account – Optional election for employees to reduce taxable income for payment of allowable childcare or medical expenses.
- ◆ Management Physical – Annual City-paid physical examination.
- ◆ Deferred Compensation 457(b) Plan – Optional for employee contribution to a supplementary retirement savings program available through ICMA Retirement Corporation.
- ◆ Technology Allowance – Monthly smart phone stipend.



Additional information about the City's benefit package can be found at [www.longbeach.gov/hr](http://www.longbeach.gov/hr).

## The Process

To pursue this exceptional career opportunity, please visit the Avery Associates Career Portal on our website at [www.averyassoc.net/current-searches/](http://www.averyassoc.net/current-searches/) to upload your letter of interest, resume, and contact information, including email addresses for five work-related references (who will not be contacted until after an interview takes place).

Paul Kimura or Cris Piasecki  
Avery Associates  
3½ N. Santa Cruz Ave., Suite A  
Los Gatos, CA 95030  
E-mail: [jobs@averyassoc.net](mailto:jobs@averyassoc.net)

The final filing date for this recruitment is: Friday, March 22, 2019.

If you have any questions or wish to further explore this opportunity, please contact Paul Kimura at [paulk@averyassoc.net](mailto:paulk@averyassoc.net) or 408-399-4424 or Cris Piasecki at [crisp@averyassoc.net](mailto:crisp@averyassoc.net) or 408-234-2025.

