



**Title:** Vice President of Customer Service and Information Technology

**Direct Report:** Chief Executive Officer

**FLSA Status:** Full-time (Exempt)

### **Job Summary**

The Vice President of Information Technology and Customer Service will plan, direct, coordinate and oversee the Information Technology and Customer Service functions ensuring development and implementation of efficient operation and cost-effective systems to meet current and future needs of the organization.

### **Duties / Responsibilities**

- Establishes, implements, and communicates the strategic direction of the Customer Service and Information Technology Departments.
- Develop company goals while supplying expertise and guidance on Customer Service and Information Technology systems.
- Identifies, recommends, and implements new processes, technologies, and systems to improve and streamline company processes and use of resources and materials.
- Ensures that departmental decisions and project plans such as those for staffing, development, organization, material efficiency, hardware acquisitions, and facilities are in line with the company's business plan and vision.
- Establishes, communicates, and implements Customer Service and Information Technology related policies, practices, standards, and security measures to ensure effective and consistent support and execution.
- Reviews and approves cost-control reports, cost estimates, and staffing requirements.
- Establishes and administers the department's budget.
- Presents periodic performance reports and metrics to the chief executive officer and other leadership.
- Maintains knowledge of emerging technologies and trends in Customer Service and Information Technology.
- Identifies training needs and ensures proper training is developed and provided.
- Creates and maintains Department policies and standards.
- Participates as a witness for Corning Energy Corporation in regulatory rate cases.
- Reviews planning process and suggests improvements to current methods.
- Analyzes the Department's to identify areas in need of reorganization, downsizing, or elimination.
- Works with the President and other executives to coordinate planning and establish priorities for the Company.
- Liaison with state regulatory Customer Affairs and Information Technology agencies (NYS PSC and PA PUC).
- Responsible for all Department filings and reports with the state and federal regulatory agencies.



- Oversight over Corning Natural Gas and Leatherstocking Gas Company Customer Service with functional authority over Pike County Light & Power Customer Service. Oversight of Information Technology for all Companies.
- Participate in Collective Bargaining Agreement negotiations, as required.
- Complete special projects as assigned.

#### **Financial Accountability (With CEO)**

- Ensure work is completed in a timely and economical fashion.
- Reviews annual budgets.
- Ensure regulatory compliance.

#### **Physical Location and Safety**

- Ensure equipment is maintained in safe and clean conditions.
- Be aware of and comply with contract requirements and customers' needs such as IT security.

#### **Additional Functions**

- To serve on committees, as appropriate.
- Represent Corning Energy Corporation in a professional manner.
- To actively participate in scheduled staff meetings.
- Ability to work as a team member.
- To attending trainings and professional development activities as appropriate.

#### **Knowledge, Skills, And Abilities**

- The person in this position exhibits conscientiousness, dedication, self-discipline, and a sense of responsibility.
- The person in this position must have the ability to work independently, take initiative and prioritize multiple assignments with attention to detail and deadlines in a fast-paced environment.
- The person in this position must have the ability to establish effective relationships and work in a team environment to meet Corning Energy Corporation's goals.
- The person in this position must have a thorough understanding of Corning Natural Gas's processes, Leatherstocking Gas and Pike County Light & Power procedures, and policies.
- The person in this position can manage, coordinate, and make decisions proactively and efficiently.
- This position requires the ability to exhibit poise, clarity, and self-control in stressful, ambiguous, or emotionally demanding situations.
- Excellent written and verbal communication skills.
- Demonstrated analytical, problem-solving, statistical, and mathematical skills required.
- Must be familiar with budgeting and accounting concepts.
- Must possess strong multi-tasking and organizational skills.
- Ability to work within tight deadlines required.
- Strong communication and interpersonal skills required.
- Experience with utilities and knowledge of operating systems.
- Basic understanding of clerical and administrative procedures.

# Corning Energy Corporation

- Excellent written and verbal communication skills.
- Excellent organizational and time management skills.
- Ability to solve problems as they arise.

## **Education and Experience**

- Bachelor's degree in business administration or other industry-related field required.
- At least 5 years of Customer Service and/or Information Technology experience.

## **Competencies**

Ethical Conduct.

Time Management.

Organization Skills.

Financial Management.

Project Management.

Personal Effectiveness/Credibility.

## **Work Environment**

This job operates in a professional office environment.

## **Position Type and Anticipated Hours**

This is a full-time position. Days and hours of work are Monday through Friday, 8 a.m. to 5 p.m. Hours can vary based on the needs and schedule of the Corning Natural Gas.



### **Authority And Accountability**

**People:** This position has direct supervision

**Operations:** This position is responsible for daily operations at the Corning Natural Gas and Leatherstocking Gas Company.

**Budget:** This position has direct budgetary responsibilities

*Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. All employees are employees "at will."*

\_\_\_\_\_  
Chief Executive Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
HR Manager

\_\_\_\_\_  
Date

Corning Energy Corporation is an Equal Opportunity Employer and does not discriminate based on race, color, sex, religion, national origin, age, disability, wages, or genetic information.

I accept the position as outlined above and have read and understand the above job description.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date