

Title: Business Operations Manager II - Corporate

Class Code: 2262

PG: 67

Date: 09/08

Status: Non-Civil Service

Position Reports to: Deputy General Manager / Assistant General Managers

Department: Lakeland Electric

GENERAL DESCRIPTION OF CLASS:

To assist the General Manager and respective Assistant General Managers in the areas of strategic planning, financial planning, reporting, budgeting, performance measurement and financial analysis for the General Manager, Technical Services and Customer Service business units. In addition, assists in development of Annual Strategic Plan and provides analytical support to the executive team for a broad range of activities, including benchmarking, process improvement, project management and business case analysis. This position in conjunction with the Business Operations Manager II – Finance coordinates the Utility's Annual Operating and Capital Budget and Forecasting efforts.

ESSENTIAL FUNCTIONS:

1. In cooperation with the General Manager, facilitates the development, documentation and communication of long-range plans, objectives, goals and strategies of assigned Divisions.
2. Coordinates the development of financial and operating plans and performance standards for assigned Divisions to ensure compatibility with corporate assumptions, plans and objectives.
3. Develops Divisional budgets. Monitors and controls budgets during the fiscal year.
4. Responsible for budget plans, programs and procedures for the utility, coordinates with other Divisions in the development of the budget, and consolidates, finalizes and presents to utility and City Management for approval.
5. Prepares business plans for new or enhanced services or products and provides support to the Assistant General Manager in the discharge of their planning responsibilities.
6. Conducts research, performs special studies and provides professional consultation in the areas of process improvement, re-engineering, benchmarking and performance measurement in assigned Divisions and other Divisions as needed.
7. Prepares periodic reports concerning the progress of assigned Divisions the utility in meeting their objectives and performance standards.
8. Recommends annual budgets, manpower plans, and staffing levels needed to carry out operating responsibilities to the Assistant General Manager for approval.
9. Recommends personnel and compensation actions for subordinates to the Assistant General Manager for approval.
10. Coordinates work with other LE Divisions and other City departments as required.
11. Perform ad-hoc financial analysis to facilitate strategic decision-making.
12. Coordinates the reimbursement efforts related to declared disasters for the utility as a whole.
13. Conducts research, performs special studies and provides professional consultation in the areas of process improvement, re-engineering, benchmarking and performance measurement in assigned Divisions and other Divisions as needed, including skills acquired through Six Sigma Green Belt Certification.
14. Monitors progress toward training and professional development goals of employees in the work unit.
15. Develops and monitors the strategic objectives of the utility.
16. Work with Executive Team analyzing business cases and business benefit/process decisions for proposed capital projects utilizing financial metrics to measure projected performance and returns on project spending.
17. Supports City of Lakeland's information technology development efforts through participation in IT planning, requirements definition, system implementation and training of user community personnel.

Title: Business Operations Manager II - Corporate
PG: 67
Status: Non-Civil Service
Position Reports to: Designated Supervisor
Department: Lakeland Electric

Class Code: 2262
Date: 09/08

ADDITIONAL RESPONSIBILITIES:

1. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Theoretical and practical knowledge of financial and administrative management, information technology, utility economics and regulation in the public utilities industry.
2. Theoretical and practical knowledge of financial planning and analysis techniques, including discounted cash flow, present value, rate of return, and breakeven analysis.
3. Thorough knowledge of the sources of technical and financial information and literature and the methods of obtaining and using them.
4. Ability to write clearly and concisely on technical subjects of some complexity.
5. Effective presentation and oral communications skills.
6. PC skill proficiency in Microsoft Word, Excel, Access and PowerPoint.
7. Ability/willingness to perform work safely and to report unsafe practices/situations to the appropriate supervisor.
8. Ability to establish and maintain effective working relationships with co-workers, other City employees and the general public and to provide leadership to contribute to a working environment that will instill employee pride, morale and commitment to service excellence.
9. Ability/willingness to perform work to support the vision, mission, values and goals of the department.

WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations.

There are no significant environmental hazards.

The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):

1. Graduation from an accredited college with a four (4) year degree in accounting, economics, business administration or a related field. CPA preferred.
2. A minimum of five (5) years experience in financial planning and analysis, information technology, or business administration with a public utility. Supervisory experience preferred.
3. Completion of City University Level two (2) or completion within twelve (12) months
4. An equivalent combination of directly related education and experience may be substituted.

SPECIAL REQUIREMENTS:

1. Must possess a valid state of Florida driver's license.
2. Must maintain a valid home telephone number.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.