

Title: Manager of Field Services
PG: 58
Status: Non-Civil Service
Position Reports to: BUD Customer Service
Department: Lakeland Electric

Class Code: 2169
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

The Manager of Field Services is responsible for overseeing and directing all functions related to meter reading and for addressing customer complaints, requests and inquiries regarding metering service. The basic function is to provide the leadership and direction needed for the development of meter reading policies, meter routes and customer relations policies and oversight of day-to-day meter reading operations. Working with other managers in the business unit, the incumbent is also responsible for helping to develop overall customer relations policies and customer retention strategies.

PRINCIPAL DUTIES:

Planning

1. Participates in planning to assist in the establishment of meter reading and meter connect and disconnect criteria, standards, goals, and performance measures.
2. Reviews and plans for any technological enhancements necessary to ensure cost-effective meter reading and meter services.
3. Develops plans for theft diversion and detection programs.
4. Plans equitable meter routes and proper rotational policies.
5. Work with other Managers in the Customer Service Unit, and others in the utility, to develop plans for customer retention and satisfaction.
6. Represents the customer viewpoint in any discussions or planning sessions with utility management on overall customer strategy or relations.

Operations

1. Supervises and coordinates all meter reading or meter connect and disconnect activities with a moderate size staff.
2. Develops, monitors, and reports compliance with meter reading and meter service standards of operation.
3. Oversees and manages equity of meter routes and rotational policies.
4. Oversees and manages an effective theft diversion and detection program.
5. Ensures the smooth flow of work in and between the various sections of the Customer Service Business Unit.
6. Prepares reports including, but not limited to, compliance with standards including number of meters read, number of re-reads, or other managerial statistics as necessary.
7. Assists subordinates with difficult customers, unusual customer complaints, or unusual office problems.

Organization and Personnel

1. Recommends annual budgets, manpower plans, and staffing levels needed to carry out operating responsibilities to the Business Unit Director for approval.
2. Recommends personnel and compensation actions for subordinates to the Business Unit Director for approval.
3. Establishes standards for employee productivity and performance and monitors results.
4. Develops and implements appropriate employee training programs and monitors the professional development of employees in the work unit.
5. Develops programs to measure employee satisfaction and implements changes needed to ensure that customer contact employees maintain and improve good customer relations.

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Outside Relationships

1. As directed by the Business Unit Director, represents the utility in meetings with other utilities and keeps the utility informed on state and national issues, which could affect the current and future operating practices of the utility.
2. Coordinates work with that of other units or divisions within the Department or other City departments as required.

Reporting Relationships

1. Reports to the Business Unit Director.
2. Directly supervises personnel involved in meter reading, meter connection and disconnection, and theft detection operations.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Theoretical and practical knowledge of customer service policies and procedures.
2. Extensive knowledge and understanding of meter reading operations and theft detection and deterrence skills.
3. Thorough knowledge of regulations, policies, and procedures associated with meter service functions.
4. Thorough knowledge of the principles of office management and administration. Ability to plan, assign and coordinate the work of clerical and other personnel.
5. Ability to establish and maintain effective working relationships with supervisors, 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.

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, routine keyboard operations.
The job risks exposure to no significant environmental hazards.
The job requires normal visual acuity, field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

QUALIFICATIONS AND EXPERIENCE:

1. Graduation from an accredited four (4) year college or university with a degree in business administration, engineering, or related field.
2. Four (4) years of experience in an electric or water utility environment including two (2) years of supervisory or management experience.
3. A combination of directly related education and experience may be substituted.
4. Completion of City University Level two (2) or completion within twelve (12) months.

SPECIAL REQUIREMENTS:

1. Must possess and maintain a valid home telephone number.
2. Must possess and maintain a valid state of Florida driver's license.
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.