

Title: Revenue Manager

PG: 60

Status: Non-Civil Service

Position Reports to: Business Unit Director-Customer Service

Department: Lakeland Electric

Class Code: 2212

Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This is a highly professional position responsible for directing, managing, supervising and coordinating the utility revenue management functions for the Lakeland Electric Customer Service Business Unit. The scope of the responsibilities includes electric and water utility accounts, collections activities and payroll administration. Work is performed under the general supervision of the director using independent judgment and action.

ESSENTIAL FUNCTIONS:

1. Plans, directs, coordinates and reviews the work plan for assigned staff, assigned work activities, projects and programs. Reviews and evaluate work products, methods and procedures. Meets with staff to identify and resolve problems.
2. Develops, implements, and maintains utilities credit/collections and billing policies and procedures to ensure timeliness of bill processing and collections activities.
3. Develops, monitors and controls Business Unit budget during the fiscal year and manages the financial reporting model.
4. Conducts research, performs special studies and provides professional consultation in the areas of process improvement, re-engineering, benchmarking and performance measurements in the Business Unit.
5. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures.
6. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training and development. Establishes standards for employee productivity and performance and monitors results.
7. Oversees outside collections vendors and contracts to ensure contracts are in compliance with applicable laws, regulations and policies.
8. Assists the Business Unit Director in the areas of strategic planning, financial planning, budgeting (including manpower plans and staffing levels), performance measurements and financial analysis. Prepares periodic reports concerning the progress of Business Unit and the utility in meeting their objective and performance standards.

ADDITIONAL RESPONSIBILITIES:

1. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Thorough knowledge of professional accounting principles and practices, office management, and the development, installation and maintenance of utility revenue systems. .
2. Thorough knowledge of departmental rules, regulations and policies related to billing and credit/collection systems.
3. Thorough knowledge of federal and state laws, codes and regulations governing municipal finance and credit/collections management.
4. Ability to analyze detailed revenue data effectively and arrive at equitable solutions in handling difficult accounts.
5. Ability to communicate effectively verbally and in writing with a variety of audiences.
6. Ability to manage, motivate, delegate and execute.
7. Ability to effectively build and maintain a high performance team.
8. Ability to demonstrate strong leadership and management skills.
9. Ability to prepare clear, concise and effective administrative and financial reports.
10. Ability to prepare and administer program budgets.

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WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work that involves walking or standing some of the time, and routine keyboard operations.

The job risks exposure to 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. Bachelor's degree from an accredited college or university in the area of accounting, finance, business administration or closely related field. CPA preferred.
2. Five (5) years experience in revenue management, billing and collections, accounts receivable and/or financial planning and three (3) years of supervisory experience required..
3. An equivalent combination of education and experience related to the foregoing specific requirements may be substituted at the discretion of the General Manager.
4. Completion of City University Level two (2) or completion within twelve (12) months.

SPECIAL REQUIREMENTS:

1. Must maintain a valid state of Florida driver's license.
2. Must maintain a valid phone 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.