

**Title:** Quality Assurance Manager  
**PG:** 56  
**Status:** Non-Civil Service  
**Position Reports to:** Revenue Manager  
**Department:** Lakeland Electric

**Class Code:** 2190  
**Date:** 09/08

**GENERAL DESCRIPTION OF CLASS:**

This is highly responsible work in evaluating financial processes within the department related to utility revenues, billing accuracy, rate class assignment, and revenue forecasting. This includes monitoring application of rates for customer segments, verification of billing accuracy and tracking/reviewing customer statistics to provide a valid database for accurate forecasting. Responsible for identifying/quantifying loss of revenues or over billing due to inaccurate application of billing processes. This position is responsible for assuring that the entire process for applying rates, billing and collections of all utility revenues is done in such a manner as to eliminate potential errors both to the City of Lakeland as well as to our residential and commercial customers.

**ESSENTIAL FUNCTIONS:**

1. Performs complex and in-depth analysis of various economic alternatives pertinent to the development of commercial rates, contract options, and tariffs and makes recommendations to supervisor.
2. Develops and implements a system to perform random quality assessment of accounts in all Rate Classes to validate appropriateness of rate application, taxes, surcharges and fees (e.g. facilities charges, etc.) Is responsible for ensuring that revenues owed to the utility are accurately billed to our customers.
3. Responsible for improving the process and verification of interruptible pass through billing charges for all customers.
4. Responsible for identifying critical parameters for accurate short term and long term forecasting of our business. Develops a process for capturing this data and performs monthly reviews to determine cause of variances to help document or eliminate anomalies.
5. Performs special projects as assigned by the Revenue Manager as they pertain to billing accuracy, validation of rate applications to customer segments etc. Assists in preparation of official statements and other financial reports.
6. Obtains and reviews monthly reports for potential migration of GS Accounts to GSD and GSD Accounts to the GSLD Class. Follows annexation of all customer groups to ensure proper reclassification within our systems. Monitors annual client contract performance.
7. Works independently and within a team on special and non-recurring and ongoing projects. Acts as project manager for special projects at the request of the Revenue Manager, which may include: planning and coordinating large volumes of technical and financial information as it pertains to our customer base.
8. As directed by the Revenue Manager, represents Lakeland in industry groups and associations, and local service organizations in matters relating to utility rates and billing requirements.
9. May temporarily assume the responsibilities of the unit manager during their absence.

**ADDITIONAL RESPONSIBILITIES:**

1. Performs related work as required.

**KNOWLEDGE, SKILLS & ABILITIES:**

1. Theoretical and practical knowledge of mathematical/financial process, and business processes within the utility as they pertain to rate tariffs, billing, accounting, and project management concepts and techniques.
2. Theoretical and practical knowledge of financial, economical, and administrative knowledge necessary to manage public utilities.

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3. Thorough knowledge of building computer models/spreadsheets as applied to statistics, economics, planning, billing options, and rate options.
4. High level of interpersonal skills to handle sensitive and confidential situations. Position continually requires demonstrated poise, tact and diplomacy as interaction with executives and consumers is expected.
5. Ability to set priorities, meet deadlines, and multi-task. Proven ability to use tracking systems to monitor multiple and competing priorities.
6. Ability to communicate effectively at all levels of the organization. Ability to prepare and make effective presentations to small and large public gatherings and business settings.
7. Ability to prepare clear, competent and definitive written/oral reports for financial documentation of billing issues. Ability to design, perform and interpret surveys and their results. Ability to prepare technical reports, analyses, and documents.
8. Ability to understand and practically apply policies and procedures.
9. Proficient in using personal computer including word processing, spreadsheets, data bases, and presentations software. Also proficient knowledge and skill level of customer billing system. (MSWord, Excel, Access, Power Point.)
10. Ability to establish and maintain effective working relationships with other City employees and the general public.

**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.

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 (EDUCATION, TRAINING, AND EXPERIENCE):**

1. Four (4) year college degree from an accredited college or university in business administration, economics, finance, or engineering. A master's degree in any of the listed fields is preferred.
2. Five (5) years of progressive experience in an environment related to quantitative forecasting, financial evaluation, or utility rate related work; At least three (3) years of experience performing intensive mathematical modeling/analysis.
3. Must have a demonstrated mathematical ability to work with utility rates, billing and developing procedures/processes for correcting qualitative issues.
4. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.
5. Completion of City University Level two (2) or completion within twelve (12) months.

**SPECIAL REQUIREMENTS:**

1. Must be able to work in a fast-paced environment with demonstrated ability to juggle multiple competing tasks and demands.
2. Must possess 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.