

Title: Director of Training and Workforce Development

Class Code: 2296

PG: 69

Date: 10/08

Station: Civil Service

Position Reports to: Deputy General Manager of Lakeland Electric

Department: Lakeland Electric

GENERAL DESCRIPTION OF CLASS:

This is highly responsible professional position accountable for the development, coordination and presentation of strategic talent management to include workforce planning and development and technical training programs that align with the mission, vision and values of Lakeland Electric and resulting in increased employee performance and productivity and workforce stability and reliability. This position will also serve as a community, state and industry business liaison to implement educational and workforce development solutions to create a qualified, diverse workforce pipeline for Lakeland Electric.

ESSENTIAL FUNCTIONS:

1. Spearhead company wide efforts to implement strategic workforce planning processes and initiatives, with the authority required to quickly respond to market conditions.
2. Monitors labor market trends, analyzed potential impacts on the organization and develops strategies to minimize impact to the organization.
3. Analyzes and makes recommendations based on statistical analysis and best practices research regarding target staffing numbers; estimates target staffing numbers of the business in the future and develops long-term strategic plans to achieve optimal workforce.
4. Partners with leaders within likeminded businesses and/or utility organizations targeted community and education organizations to create and implement workforce planning strategies. Manage existing and future educational partnerships to create the workforce of the future.
5. Manages the development and implementation of utility career awareness at the high school and middle school level.
6. Maintains relationships with the Polk County School Board to oversee the Lakeland Electric Power Academy and related advisory board.
7. Responsible for Lakeland Electric recruitment and applicant evaluations processes in conjunction with HR/Assessment Services.
8. Responsible for Lakeland Electric's employee development programs, policies, procedures, objectives and initiatives – including management/leadership development, succession planning, technical/craft training (i.e. apprenticeship programs) and student internship programs.
9. Responsibility and authority to implement changes focused on developing a culture effective for retaining and attracting a high-performing workforce.
10. Represents Lakeland Electric on local, state and national committees that can impact workforce strategies.

ADDITIONAL RESPONSIBILITIES:

1. Participation in meetings/events at out of town locations, which may require overnight stays.
2. Serves on Advisory Boards.
3. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Strong strategic thinking, planning, design and organizational skills in the deployment of programs and initiatives to prepare qualified employees in a utility setting.
2. Thorough knowledge of the electric business and supporting processes.
3. Skill in developing effective working relationships with all levels within the organization with strong collaborative skills. Strong working relationships must also be developed and maintained with other utility, business and community leaders (i.e. Educational Institutions, Chamber of Commerce, Workforce Board).
4. The ability to act strategically to foster a consistent understanding of strategy, translate it into defined plans and implement those plans, while anticipating, identifying and responding accordingly if change is needed.

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5. Effective communication skills to actively listen to others to understand their perspective and to effectively convey information regardless of communication channel or audience.
6. Effective leadership to encourage exceptional results by building collaborative working relationships to support business objectives, encouraging growth and development and shaping organizational culture to support a high performance environment.
7. Ability to make sound business decisions based on available information with little or no direct supervision.

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 traffic, no significant environmental hazards.

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

QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE) :

1. Graduation from an accredited four (4) year college or university with a degree in Human Resources, Industrial/Organization Psychology, Education, Business or related field. Advance degree preferred. SPHR certification preferred.
2. Ten (10) years work experience in human resources, organizational or employee development function, or demonstrated relevant experience in managing the growth and development of employees with a utility environment. Five (5) years management experience.
3. Completion of City University Level three (3) or completion within twelve (12) months.
4. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.

SPECIAL REQUIREMENTS:

1. Must maintain a valid telephone number.
2. Must maintain City driving privileges/valid 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.