

Title: Business Operations Manager I
PG: 63
Status: Non-Civil Service
Position Reports to: BUD Customer Service
Department: Lakeland Electric

Class Code: 2173
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

The basic function is to assist the Business Unit Director in the areas of strategic planning, financial planning, reporting, budgeting, performance measurement and financial analysis and serve as liaison with Finance and other Business Unit personnel regarding budgeting, accounting, reporting and information systems development. The Business Operations Manager in Customer Service assists the Managers of Customer Contact, Field Service, Consumer Programs and Account Managers. This position is also responsible for the direct supervision of Customer Service Billing and Collections.

PRINCIPAL DUTIES:

Planning

1. In cooperation with the Manager of Strategic Planning, facilitates the development, documentation and communication of long-range plans, objectives, goals and strategies of the Business Unit.
2. Prepares financial forecasts and long-term capital budgets for use in long-term financial planning.
3. Coordinates the development of financial and operating plans and performance standards for the Business Unit to ensure compatibility with corporate assumptions, plans and objectives.
4. Develops Business Unit budget. Monitors and controls budget during the fiscal year.
5. Reviews profitability of new services and makes recommendations regarding enhancements and viability of the services.
6. Prepares business plans for new or enhanced services or products and provides support to the Business Unit Director in the discharge of his or her planning responsibilities. Oversees business plans that have been developed for products and services to ensure profitability.

Operations

1. Supervises employees responsible for complex financial and business analysis of various economic alternatives to support decision-making in the Business Unit and department wide.
2. Supports Lakeland Electric's information technology development efforts through participation in IT planning, requirements definition, system implementation and training of user community personnel.
3. Conducts research, performs special studies and provides professional consultation in the areas of process improvement, benchmarking and performance measurement in the Business Unit and other business units as needed.
4. Prepares periodic reports concerning the progress of the Business Unit and the utility in meeting their objectives and performance standards.
5. Performs other duties as required.

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 training programs and monitors the professional development of employees in the work unit.

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Outside Relationships

1. Coordinates work with other Business Units and divisions within the Department or other City departments as required.

Reporting Relationships

1. Reports to the Business Unit Director.
2. Directly supervises Billing and Collections and other personnel assigned.

KNOWLEDGE, SKILLS AND 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, rate of return, and breakeven analysis.
3. Ability to write clearly and concisely on technical subjects of some complexity.
4. Effective presentation and oral communications skills.
5. 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.

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 AND EXPERIENCE:

1. Four (4) year degree from an accredited college or university 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 at least three years in a supervisory position.
3. An equivalent 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 home telephone.
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.