

**Title:** Associate General Manager --Technical Support  
**PG:** PB4  
**Status:** Non-Civil Service  
**Position Reports to:** Deputy General Manager  
**Department:** Lakeland Electric

**Class Code:** 1090  
**Date:** 09/08

### **GENERAL DESCRIPTION OF CLASS**

This is highly responsible executive level position responsible for the formulation of policies and business strategies and providing overall direction to the Technical Support Division of Lakeland Electric. The position is responsible for planning, directing and coordinating operational activities at the highest level of management with the help of subordinate managers. It provides the leadership and direction necessary to ensure quality, cost effective and responsive service delivery to customers in a manner that ensure customer satisfaction. This position is responsible for performance in the areas of fuel procurement, forecasting, bulk power purchases and sales, alternative resources (RPS) and the Information technology liaison function. The position is also responsible for overseeing the system planning function for all Lakeland Electric as well as the functions involved with computer model integrity, risk evaluation and business analysis. Work is subject to review and direction of the Deputy General Manager through discussions, goal setting and performance reviews, or analysis of recommendations and reports.

### **ESSENTIAL FUNCTIONS:**

1. Directs, plans and implements policies and objectives of Technical Support in accordance with City Ordinances and the City Charter.
2. Directs the activities of the Technical Services Division to plan policies and procedures establish responsibilities and coordinate functions among various work groups.
3. Reviews financial statements and activity reports to ensure that the Technical Services Division's objectives are achieved.
4. Assigned or delegates responsibilities to subordinates.
5. Establishes internal control procedures.
6. Analyzes operations to evaluate the performance and to determine areas of cost reduction and program improvement.
7. Coordinates with the Manager of Safety and Training to ensure technical skill development of employees.
8. Responds to complaints, inquiries, and service requests from the public.
9. Accompanies the Deputy General Manager to meetings as necessary and performs required follow-up on decisions reached.
10. Confers with Associate and Assistant General Managers to convey information concerning established policies and practices and to gather information required as a basis for action by the General Manager and City Manager.
11. Handles routine correspondence received by the Deputy General Manager; prepares a variety of documents and reports; attends a variety of meetings.
12. Performs supervisory responsibilities to include selection, development/training, assigning and monitoring work, performance management, recognizing and rewarding performance, and issue resolution within the work group, in accordance with policies and laws.
13. Assures the coordination of all forecasting needs of the utility with all divisions of the utility.

### **ADDITIONAL RESPONSIBILITIES:**

1. Performs related work as required.

### **KNOWLEDGE, SKILLS & ABILITIES:**

1. Knowledge of business and management principles involved in strategic planning, resource allocation, leadership technique and coordination of people and resources.
2. Thorough knowledge of the functions, principles, practices and techniques of public administration.

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3. Knowledge of forecasting and modeling.
4. Knowledge of fuel procurement and bulk power transactions.
5. Thorough knowledge of the principles and practices of management.
6. Thorough knowledge of public finance and governmental budgeting.
7. Skilled at using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
8. Skilled at monitoring/assessing performance of self, other individuals and the organization to make improvements or take corrective action.
9. Skilled at motivating, developing and directing people as they work, identifying the best people for the job.
10. Ability to analyze a variety of administrative problems and to make sound policy and procedural recommendations as to their solution.
11. Ability to establish and maintain effective working relationships and provide leadership to create a working environment that will instill employee pride, morale and commitment to service excellence.
12. Ability to express ideas effectively in written or oral form, and to prepare and deliver clear and concise reports and presentations.

**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, 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 college or university with a four (4) year degree, with specialization in computer science, engineering or a related field. A Master's Degree is preferred.
2. Five (5) years of progressively responsible administrative experience in municipal administration.
3. A combination of directly related education and experience may be substituted at the discretion of the General Manager.
4. Completion of City University Level three (3) or completion within twelve (12) months.

**SPECIAL REQUIREMENTS:**

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