

MAJOR FUNCTION

This is responsible administrative and public contact work directing the activities of the Customer Field Operations Division which includes overall operations and management of the meter services, connection and disconnection of utility services and the investigation and prosecution of utility diversion. Work is performed under the general administrative direction of the General Manager–Utility Services; however, the incumbent is expected to exercise considerable independent judgment and initiative in the performance of work tasks. Work is evaluated through observation, conferences, examination of pertinent records, reports, and by results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Plans, directs and supervises the activities, functions and staff associated with the timely and accurate reading and services of electric, gas and water meters in the Field Operations Division, which consist of the Smart Grid/Advanced Metering Infrastructure (AMI)/Meter Operations and Revenue Protection units. Administers the development and coordinates the implementation of Customer Field Operations policies, standard operating procedures, route design structures, diversion and low consumption, communication protocols, business processes, and training programs to ensure the timely delivery of services. Directs the integration of multiple technologies such as smart metering, home area networks, integrated communications, data management applications, and standardized software interfaces and integrates with existing City of Tallahassee utility operations and asset management processes to provide an essential link between the AMI/Smart Grid, customers' energy demand, electrical loads, power generation and storage resources. Directs the collection of field information to assist with proposed annexations, developer rebates, and meter locations. Confers with the General Manager and other executive management staff to establish the strategic direction of field operations activities by developing and applying programs to capture resource data and status, cost allocations, and billing to ensure quality, cost effective and responsive service delivery to customers in a manner that ensures customers satisfaction. Coordinates activities between the Customer Field Operations Division and other City departments, including executive and commission staff, working with citizens and public and private agencies to resolve problems, concerns or complaints regarding field operations. Prepares detailed memos, reports and analysis on service status and efficiency. Develops and applies strategies and protocols to facilitate teamwork within the Customer Field Operations Division and with other departments and divisions. Promote exemplary customer service through open communication, employee participation, performance management, and professional development. Manages staff compliance with all City and Occupational Safety and Health Administration (OSHA) regulations, and other safety related training provided to ensure a safe work environment for City employees and the public. Administers the development and implementation of Field Operations annual performance goals, work plans, prepares the division's operating and capital budgets and resources including non-revenue vehicles, technical systems, equipment and tools to support effective deployment and service delivery performance. Utilizes research to provide input on regulatory mandates, market conditions, industry changes and or considerations. Evaluates individual and departmental performance. Provides individual coaching, mentoring and counseling as required to enhance performance. Monitors progress toward achieving individual and collective performance goals, provide feedback and recognize achievement. Handles personnel issues, conducts performance evaluations, grievance resolution, hiring/termination, disciplinary action and makes recommends approval or disapproval of merit increases. Performs related work as required.

Other Important Duties

Interacts with public agencies, vendors and the general public, as job duties dictate. Attends and participates in departmental meetings. Completes special projects as assigned. Performs related work as required. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Thorough knowledge of the operations, laws, regulations, ordinances and statues, which govern utility services functions, procedures and practices involved in meter reading and meter services. Considerable knowledge of the geography and service areas of the City. Considerable knowledge of Advanced Metering Infrastructure (AMI) and Customer Information Systems (CIS). Considerable knowledge of laws, rules and regulations dealing with utility diversion, and related investigation and prosecution, automated systems and software programs as applied to multi-service meter reading and utility billing. Ability to supervise employees in a manner conducive to high performance and high morals. Knowledge of the principles of effective supervision. Considerable knowledge of research techniques, resources and the availability of the required information. Ability to prepare and execute comprehensive reports, written instructions and to communicate effectively, orally and in writing. Ability to deal effectively with the public under trying and difficult circumstances. Skill in the use of personal computers and associated programs and applications as are necessary to successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration, finance, accounting, management information systems, or a related field and three years of professional, technical or administrative experience in computer systems operations, utility billing systems, utility accounts systems, electric metering systems, meter reading or utility service work; or an equivalent combination of training and experience.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

Established: 12-27-83

Revised: 03-06-87

01-16-90

04-04-95

02-16-96

02-22-96

09-04-98

01-22-04

08-10-09*

11-02-13