

**MAJOR FUNCTION**

This is responsible professional and technical work administering special projects, contract programs, grants, and other major initiatives related to core business practices in a specific department. The work includes research, development, planning, execution and administrative oversight for programs, functions and procedures, depending upon the department to which the position is assigned. Work is performed with considerable independence under the general supervision of a team leader or division head and is reviewed through conferences, observation, analysis of reports and results obtained.

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

Coordinates all tasks associated with the analysis, evaluation, and oversight of major departmental program initiatives through conferences with project managers and special team members, and may conduct on-site inspections. Identifies and develops all resources necessary to accomplish objectives. Depending on the department's core business practices, may develop and implement plans to raise funds and promote interests of civic organizations, commercial, retail and professional representatives to raise funds for projects. Develops departmental program plans and directs the drafting of supporting program plans, goals and objectives. Oversees and participates in the implementation of affiliated proposals, including program design and implementation of scheduling and budgeting. Manages federal grants and assists in the collection of data for and preparation of the department's operating and capital budgets. Administers activities such as the Small Business Loan program, redevelopment activities, fund raising and other special projects. May coordinate activities for department facilities' management, serving as departmental representative on facilities projects. Prepares and submits reports to regulatory/compliance agencies regarding covered departmental activities. May develop management information systems and coordinate computer use procedures. Produces graphic and presentation material for publication and/dissemination. Prepares operational procedures and other formal statement of improved procedural methods and systems operation. May recommend the hire, transfer, advancement, grievance resolution, discipline or discharge of employees. May conduct performance evaluations and recommend approval or denial of merit increases. May be directly responsible to a team leader or act as a team leader for management of intergovernmental or cross functional projects, including intergovernmental relationships, and the coordination with the City Commission, City management, and community units, depending upon the projects involved. Performs related work as required.

**Essential Duties – Customer Operations**

Develops, coordinates and implements innovative solutions to streamline processes and procedures based on business needs. Provides strategic planning and process improvement through systems and technology to drive adoption and utilization of changes impacting the organization. Monitor, manage, and enhance existing business systems with the evolving needs of utilities and customer service initiatives. Coordinates, manages or performs research and data analysis relative to the applicable utility's operational, performance, and programmatic issues by building relationships across different teams within the organization. Provides project management and functional support by regularly working with business area SMEs and team resources to effectively deliver project deliverables. Ensures projects meet program objectives by creating and implementing change management strategies, plans and communications. Utilize flow charts and other tools to identify root cause and monitor current metrics and improvements. Individuals in this classification are considered essential during emergency and storm situations

**Essential Duties – Electric & Gas Utility**

Within Energy Supply: Develops and monitors and operating budgets, capital project contracts and other financial related duties. Acts as the System Administrator for the Power Plant Computerized

Maintenance Management system. Coordinates annual physical inventory activities for the power generation warehouse operations.

Within Administrative and Financial Services: Develops, coordinates and implements the Electric & Gas emergency response plans including coordination with other City departments on emergency management response planning and activities. Develops, coordinates and implements electric document management programs within Electric & Gas.

Other Important Duties

Prepares correspondence, memoranda, reports, studies, agenda items and statistical summaries. Attends City Commission meetings as necessary and other meetings as required. Performs related work as required.

**DESIRABLE QUALIFICATIONS**

Knowledge, Abilities and Skills

Thorough knowledge of the various departmental projects, policies and procedures. Thorough knowledge of appropriate municipal, state, federal, codes, ordinances, resolutions and regulations. Knowledge of the principles of management and their application to the administration of department's/division's operations. Knowledge of the principles and practices of record keeping, statistical analysis and report writing. Ability to initiate and install administrative and technical programs, procedures, and systems and evaluate their effectiveness. Ability to carry out complex oral and written instructions. Ability to express ideas clearly and concisely, orally and writing. Ability to maintain effective working relationships as necessitated by the work. Ability to use a microcomputer and some associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in public or business administration, urban planning or a degree accepted in the field in which the vacancy exists and four years of technical, staff or administrative experience related to the core business practices in the department in which the vacancy exists; 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.

For those employees assigned to the Electric & Gas Utility: Individuals in this classification are considered essential during emergency and storm situations and must be able to work 16 hours per day for extended periods of time and may be required to be away from their family.

Established: 06-01-95  
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