

MAJOR FUNCTION

This is highly responsible, professional, and administrative position that conducts advisory work developing long-term, mutually beneficial relationships with City of Tallahassee citizens and City utility services customers. This position communicates directly with executive staff, department managers/staff, and citizens to resolve a wide variety of difficult and/or sensitive citizen issues, especially those escalated to City and County Commissions and the City Manager's office. The position also plans and/or consults on energy management and energy programs for utility customers as well as for Utility Services departments. The incumbent is charged with responsibility for developing and maintaining professional contacts with management representatives and officials at all levels of government in order to resolve constituent concerns. Work is performed under the general direction of the Chief Customer Officer. The employee is expected to exercise independent judgment and initiative in the performance of daily duties. Work is reviewed through observations, conferences, reports, and by results obtained.

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

Communicates directly with customers, managers, and staff to research and resolve difficult and/or escalated concerns related to City policies, practices or actions, including but not limited to utility concerns. Develops long-term, mutually beneficial relationships with citizens/customers, as well as with City departments/staff. Provides consultation to City of Tallahassee (COT) program planning, development and implementation, including new as well as existing utility programs and procedures. Provides direct contact with individual residential and commercial customers and citizen groups through in-person visits, email and telephone calls. Manages the receipt and handling of customer inquiries and complaints regarding COT energy services programs. Interacts and coordinates with other divisions and departments as necessary, to accomplish energy management responsibilities and strategies. Assures the proper operation of data tracking and management systems to ensure accurate, independent judgments which will be in the best interest of the citizens and will maintain the integrity of the utility energy services operations. Develops and maintains professional contacts with social service agencies for coordination of assistance. Prepares customer correspondence and maintains records. Establishes, implements, and maintains documents in review of departmental procedures; makes recommendations or decisions that determine, apply to, or affect plans, policies, methods, operations, or regulations. Performs short and long-range program planning to insure that practices and processes are comparable to those of competitors in the general industry, and comport with applicable laws, policies and accepted utility practices. Discusses and promotes the City's commercial and residential energy policies and programs to the news media, general public, civic groups, and other governmental organizations, utility end-users, vendors and business partners. Responsible for developing and implementing employee training programs on energy management, energy auditing, and product knowledge. Conducts program related research, and prepares briefings and reports. Performs related work as required.

Other Important Duties

Provides technical assistance to City departments and consultants on energy related matters. Assists in the development of operating policies and procedures. Serves on departmental or inter-departmental ad hoc or standing teams or committees as requested. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of municipal organization and function. Ability to establish and maintain relationships with local government agencies, social service organizations, trade allies and

organizations, and the general public. Considerable knowledge of City policies, practices, and implementations, including detailed knowledge of utility customer information systems, utility billing, utility programs and account management. Thorough knowledge of energy management programs, energy auditing, high bill investigation, codes, methods, techniques, and practices. Thorough knowledge of utility operations, ordinances, rates, policies, and procedures. Thorough knowledge of the sources of technical and marketing information and the methods of obtaining and using them. Thorough knowledge of effective promotional and public relations activities. Thorough knowledge of the techniques and methods used by the City and other utilities to promote energy conservation. Considerable knowledge of accepted practices of supervision, employee relations, and modern office practices. Ability to prepare complex analytical and technical reports. Ability to assign and review work of subordinates and to train and provide proper instruction in a manner conducive to improved performance and high morale. Ability to analyze workflow procedures and recommend needed improvements. Ability to understand and implement complex oral and written instructions and gather information, prepare reports, and maintain records. Ability to exercise considerable independent judgment and creatively solve complex problems in making decisions in accordance with ordinances, rules, departmental policies and procedures, and other regulations. Ability to communicate effectively, both orally and in writing. Ability to establish and maintain effective working relationships as necessitated by the work. Skill in the use of microcomputers and the associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in public or business administration, marketing, public relations, communications, engineering, behavioral, general or social science, education or a related field and five years of technical/professional experience in an advertising agency or that includes energy management, general contracting for residential renovation or construction, mechanical equipment sales in HVAC (heating, ventilation and air conditioning), installation or maintenance of HVAC mechanical equipment, professional building inspection, utility marketing, utility customer service or an area directly related to energy efficiency auditing; or an equivalent combination of training and experience. Two years of the required experience must have been in a lead worker or supervisory capacity.

Necessary Special Requirements

Must obtain Residential Conservation Service Auditor Certification within six months of appointment.

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

Established: 09-05-85

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