



Marketing Operations Manager - Electric Electric

JOB SUMMARY

This position is responsible for assisting the Electric Director with marketing and day-to-day operations of the City's Electric Utility. The Marketing Operations Manager reports directly to Electric Director.

MAJOR DUTIES

- Works hand-in-hand with new accounts and assists the Electric Director with the management of commercial and industrial customers.
- Works with MEAG and ECG on various projects.
- Assists with the development of department short and long term goals.
- Assists the Electric Director with Request for Proposals.
- Prepares agenda items for review by city manager and commission.
- In the Electric Directors absence has the authority to approve billing adjustments.
- Responds to customer inquiries and complaints: coordinates with all internal and external resources to resolve customer inquiries.
- Works with management team, by approving monthly reports.
- Reviews and approves all pole attachment request and monitors transfers by working with griffin power pole attachment contractor.
- Assist Director with all rate calculations and system entries.
- Is the contact for the Public Service Commission (PSC) and related inquires, and works with Electric Director in their completion.
- Assists the Electric Director with monthly & annual reports and budget projections.
- Works with AMI, AMR and Customer Service to assure proper billing.
- Provides departmental social and web media content to the Citizen Engagement Specialist and IT.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of city as well as electric policies and procedures
- Working knowledge of MEAG and ECG, and the ability to learn and assist in energy fuel management, budgeting and excess sales.
- Knowledge of substations, SCADA and electric systems
- Knowledge of accounting and budgeting procedures
- Skill in organizing and directing activities and projects
- Skill in the operations of computers and job related technology
- Skill in all related computer programs to include Excel, Word, Cogsdale, Hyperweb and TMS.
- Skill in oral and written communication
- Knowledge of marketing and public relations principles.
- Skill in organizing and directing the activities of technical personnel.
- Skill in management and supervision.

SUPERVISORY CONTROLS

The Operations Manager assigns work in terms of department goals and objectives. The Operations Manager reviews work through conferences, reports, and observation of department activities.

GUIDELINES

Guidelines include city and department standard operating procedures and federal, state, and local energy and energy delivery regulations. These guidelines require judgment, selection and interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied management and supervisory duties. The variety of operations to be managed contributes to the complexity of the position.
- The purpose of this position is to assist in directing the operations of the Electric Department. Success in this position contributes to the efficiency and effectiveness of department operations.

CONTACTS

- Contacts are typically with co-workers, other city employees, elected and appointed officials, representatives of state and federal agencies, vendors, contractors, representatives of other public utilities, and members of the general public.
- Contacts are typically to provide services; to give or exchange information; to resolve problems; to motivate or influence persons; or to justify, defend or negotiate matters.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, walking, bending, crouching or stooping. The employee occasionally lifts light and heavy objects and distinguishes between shades of color.
- The work is typically performed in an office and outdoors, occasionally in cold or inclement weather.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Billing Analyst (1) and has departmental management authority in the absence of the Electric Director.

MINIMUM QUALIFICATIONS

- Bachelor's degree in a related field. Candidates without a bachelor's degree will be considered if they have extensive electrical utility experience.
- Experience sufficient to thoroughly understand the diverse objectives and functions of the subunits in the division/department in order to direct and coordinate work within the division/department, usually interpreted to require three to five years of related experience.
- Must be proficient in Excel and Word.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia for the type of vehicle or equipment operated.