

MAJOR FUNCTION

This is responsible professional and administrative work assisting in benchmarking business practices, formulating policy and overseeing the quality control activities of the Gas Utility. Incumbent is expected to exercise considerable independent judgment in the performance of job duties. Work is performed under the general direction of an administrative leader, and reviewed through personal observation and written reports obtained.

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

Audits business processes, policies and procedures and develops quality control specifications and productivity improvement capabilities to improve services and effectiveness. Prepares competitive market assessments for operational benchmarks. Conducts research to identify and evaluate administrative and marketing programs, system expansion programs, policies and procedures, and recommends same to department director for implementation. Oversees natural gas program analysis and engineering report specifications. Coordinates with other City staff relative to rate studies, load and fuel forecasts, system analyses, and other related activities. Prepares departmental engineering work design measurements. Monitors Natural Gas Vehicle Grant Program. Assists with monitoring federal and state gas regulation requirements. Prepares correspondence, memorandums, reports and agenda items. Administers the planning, development and implementation of gas related marketing, advertising and public relations programs. Conducts research and analysis on improvements and innovations in the natural gas industry. Performs related work as required.

Other Important Duties

Communicates with the public on gas related issues. Attends staff meetings, conferences, seminars, workshops, public hearings, and other functions, and represents management as required. Presents departmental agenda items to the City Commission. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of various gas utility projects, policies, and procedures. Considerable knowledge of appropriate municipal, state, and federal codes, ordinances, resolutions, and regulations affecting the natural gas industry. Knowledge of the principles of management and their application to the administration of department operations. Knowledge of the principles and practices of statistical analysis, and report writing. Ability to initiate and install administrative programs, procedures, and systems and to evaluate their effectiveness. Ability to carry out complex oral and written instructions. Ability to express ideas clearly and concisely orally and in writing. Ability to establish and maintain effective working relationships as necessitated by the work. Demonstrates interpersonal facilitation and communication skills. Skill in the use of microcomputers and the programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a Bachelor's Degree in public or business administration, engineering, a field related to the aforementioned areas or a field related to the area to which the position is assigned and four years of professional or administrative experience in a public utility, or an equivalent combination of training and experience.

Necessary Special Requirement

Must possess a valid Class E State driver's license.

Established: 07-14-95

Revised: 08-07-95

06-30-99

04-28-04*

06-04-08