Utilities Commission, City of New Smyrna Beach
Job Specifications

General Manager/CEO
Revised 05/2017

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<th>Department: Executive</th>
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<td>Reports To: Appointed Commissioners</td>
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**Job Summary**
The General Manager/Chief Executive Officer is the organization’s highest ranking professional who directs the utility and its services. This position is responsible for the operations and strategic decisions for the Utilities Commission; is a significant driver of innovation; is the manager and leadership of staff; is responsible for planning, analysis, and regulatory compliance; sometimes has direct, hands-on operations; and interacts with people outside of the organization as an advocate for the Utilities Commission.

The GM/CEO has authority over all matters pertaining to the proper, economical, and efficient operations of the UC, subject only to the policies of the Commission. This position is responsible for ensuring the proper preparation and presentation to the Commission of budgets, rules, regulations, long and short range plans, financing and capital improvements, purchases and contracts over $50,000, and other related items requiring Commission action.

The GM/CEO has sole authority over all these matters and may delegate authority to Department Heads at his/her discretion. The GM/CEO reports directly to the Utilities Commission, as a body.

**Essential Duties and Responsibilities**

*Include the following and other duties as assigned:*

Directs overall operations, planning, and coordination of activities of the combined utilities systems; has overall responsibility for the development of long-term expansion and reconstruction programs.

Has overall responsibility for short and long-term planning of the UC, including strategic planning, financial planning, facilities planning, employee succession planning, and master planning; and directs the development and implementation of the UC’s goals, objectives, policies, and procedures, rules, and regulations.

Directs the preparation of studies regarding the various activities of the utilities system and the presentation of such studies to the Commission, as well as directs the preparation and submission of periodic and special operating and financial reports required by federal, state, and related agencies, and the annual budget.

Directs utility long-term planning of power supply, generation expansion, and plant expansion and incorporates such in the Five Year Capital Improvement Plan and Five Year Operations Budget.
Responsible for reviewing and executing legal contracts and agreements authorized by the Commission.

Directs the establishment of appropriate staffing levels and allocates resources accordingly.

Directs the assessment of work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements change.

**Competencies**

*To perform the job successfully, an individual should demonstrate the following competencies:*

The GM/CEO must be intently focused on the following to be successful: product quality, customer satisfaction, employee and leader development, operational optimization, financial viability, infrastructure stability, operational resiliency, community sustainability, water and electric resource adequacy, and stakeholder understanding and support.

Additionally, the GM/CEO must be strategic yet tactical, tough yet emotionally sensitive, and decisive yet inclusive. These paradoxes suggest that the GM/CEO must possess a broad range of capabilities, and more importantly, knows when to flex one opposing capability over another to achieve the right outcome.

**Ethical Practice**

Must possess the ability to integrate core values, integrity, and accountability throughout all organizational and business practices; maintains confidentiality; acts with personal, professional, and behavioral integrity; responds immediately to all reports of unethical behavior or conflicts of interest; empowers all employees to report unethical behavior or conflicts of interest without fear of reprisal; shows consistency between espoused and enacted values; acknowledges mistakes; applies power or authority appropriately; recognizes personal bias and others’ tendency toward bias, and takes measures to mitigate the influence of bias in business decisions; maintains appropriate levels of transparency in organizational practices; manages political and social pressures when making decisions.

**Cultural Effectiveness**

The GM/CEO is responsible for creating and maintaining the desired culture and environment. If vision is where the company is going, culture and values tell how the company gets there. Values outline acceptable behavior (ethics). Work gets done through people and people are profoundly affected by culture. Culture is built in many ways, and the GM/CEO sets the tone. His or her every action, or inaction, sends cultural messages. Therefore, the GM/CEO must possess the ability to value and consider the perspectives and backgrounds of all parties; have a strong set of core values while operating with adaptability to particular conditions, situations, and people; maintain openness to others’ ideas and make decisions based upon experience, data, facts, and reasoned judgment; demonstrate nonjudgmental respect for other perspectives; work effectively with diverse cultures and populations; conduct business with an understanding and respect for the differences in rules, customs, laws, regulations, and business operations between own culture and all cultures; appreciate the commonalities, values, and individual uniqueness of all human beings; possess self-awareness and humility to learn from others; and adapt perspective and behavior to meet the cultural context.

**Leadership**

The GM/CEO must be an efficient reader of people by seeking to understand different perspectives without overanalyzing. The GM/CEO must have measured emotion by displaying intensity and proper emotion while maintaining control; must be pragmatically inclusive by involving others in decisions while also being an independent decision maker; must have a willingness to trust by being comfortable with a variety of people but not too trusting that there is a detriment to operations. Furthermore, the GM/CEO must possess the ability to direct and contribute to initiatives and processes within the organization; foster collaboration; develop solutions to overcome potential obstacles to successful implementation of initiatives; demonstrate agility and expertise.
when leading organizational initiatives; set the vision for the UC’s initiatives and build buy-in from internal and external stakeholders; promote consensus among organizational stakeholders when proposing new initiatives; serve as a transformational leader for the organization by leading change.

**Intrepid**
The GM/CEO must be comfortable with taking calculated, but not careless risks; must be biased toward execution, but not too impulsive; must be optimistic by actively and optimistically pursuing new opportunities; and must be constructively tough minded by having “thick skin” and being perseverant, but not insensitive.

**Consultation**
The GM/CEO must possess the ability to provide guidance to organizational stakeholders; apply creative problem-solving to address business needs and issues; and continuously work to develop and/or improve consultative and coaching skills.

**Communication**
The GM/CEO must possess the ability to effectively exchange information with others; provide clear, concise information to others in verbal, written, electronic, and other communication formats for public and organizational consumption; listen actively and empathetically to the views of others; deliver critical information to all stakeholders; seek further information to clarify ambiguity; provide constructive feedback effectively; ensure effective communication throughout the organization; provide thoughtful feedback in appropriate situations; provide proactive communications; demonstrate an understanding of the audience’s perspective; treat constructive feedback as a developmental opportunity; welcome the opportunity to discuss competing points of view; help others consider new perspectives; lead effective and efficient meetings; and know when and how to utilize proper communication technology.

**Forward Thinking and Critical Evaluation**
The GM/CEO must be forward thinking by planning ahead and being prepared for the future. Additionally, the GM/CEO must possess the ability to interpret information to make business decisions; make sound decisions based on evaluation of available information; transfer knowledge and best practices from one situation to the next; apply critical thinking to information received from organizational stakeholders and evaluate what can be used for organizational success; gather critical information; analyze data with a keen sense for what is useful; delineate a clear set of best practices based on experience, evidence from industry literature, published peer-reviewed research, publicly available web-based sources of information, and other sources; analyze information to identify evidence-based best practices; identify leading indicators of outcomes; and analyze large quantities of information from research and practice.

**Business Acumen**
The GM/CEO must possess thorough knowledge and experience in modern business management and principles and practices governing the operation of a complete utility system. The GM/CEO must demonstrate an understanding of the strategic relationship between operational and support functions and core business functions; demonstrate a capacity for understanding the business operations and functions within the organization; understand the industry and business/competitive environment within which the organization operates; understand organizational metrics and their correlation to business success; use organizational resources to learn the business and operational functions; use organizational metrics to make decisions; and leverage technology to solve business problems.

**Physical Demands**
*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.*
While performing the duties of this position, the employee is regularly required to sit. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

**Education and Experience**

*This position requires the following education and experience:*

The Utilities Commission values both education and experience. It is believed that higher education arms executives with the theoretical knowledge and methodological acumen to manage in a highly complex regulatory environment. Therefore, a Bachelor Degree in Business, Management, Administration, or another related field is *preferred*. It is also believed that hands on experience is highly valuable and arms executives with the know-how to handle real world situations. Therefore, a minimum of ten years of experience in the utility industry with progressively advanced management experience is *required*. It is also believed that possessing the core competencies described herein is above-all most important, therefore, the education and experience requirements expressed above do not prohibit the Commission from considering any combination of experience and education provided the candidate possesses the required competencies.

**Certifications, Licenses, Registrations**

*This position requires the following certifications, licenses, and/or registrations:*

None.

**Other Qualifications**

Florida Driver's License Class E *required*. Ability to work flexible hours, as required.