

Join The *Reliable One* as Chief Employee Experience Officer

OUC – The *Reliable One* is an industry leader and the second largest municipal utility in Florida. We are seeking creative, forward-thinking, self-motivated candidates who can help us achieve our vision of being recognized as the *best utility in the nation*. In addition, we are seeking individuals who are interested in working for a family-friendly employer.

OUC offers a competitive compensation & benefits package, which includes an employer-paid medical program for employees, a robust dependent coverage contribution, employer-paid life insurance, a hybrid retirement package, and paid vacation, holidays and sick time. Relocation assistance is available for professional-level candidates who live outside the tri-county Central Florida area.

PURPOSE OF THE POSITION



OUC is putting in place strategic initiatives to focus on Customers, Employees and the Community. These efforts prompted the creation of a Chief Employee Experience Officer (CEEO), who will report directly to the Chief Executive Officer and play a key role in keeping employees engaged while helping the workforce navigate through industry changes over the next five to ten years.

The CEEO is expected to help position OUC as an “Employer of Choice” by providing attractive benefits and rewards, developing a robust career progression program, identifying and attracting talent, and continuously improving efforts related to safety and technical training. In addition, OUC will look to the CEEO to strengthen communication at all levels of the organization with a priority placed on enhancing connection between all employees and the senior management team, along with improving employee communications specific to benefits, the Strategic Plan, and other major OUC initiatives. The CEEO will also focus on fostering a culture of high employee performance that

emphasizes empowerment, quality, productivity, goal attainment, and ongoing development of a diverse and highly efficient workforce.

The Chief Employee Experience Officer is responsible for the strategic oversight and execution of the Employee Experience. This includes managing a team of 40 individuals over all Human Resources functions including: HR Strategy, Benefits, Wellness, Compensation, HRIS, Employee Relations and Engagement, Talent Acquisition, Workforce Planning, Diversity and Inclusion, Talent Management, Training and Talent Development, Performance Management, Organizational Design and Development, Technical Training, Emergency Management and Safety. The CEEO drives organizational, cultural and change management initiatives needed to achieve strategic objectives. The position is responsible for ensuring the organization complies with all federal, state and local employee related legal requirements by keeping current with existing and new legislation, anticipating legislation, enforcing adherence to requirements and advising leadership on needed actions.

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CANDIDATE REQUIREMENTS



Qualified candidates will possess at least ten years of progressive human resources experience, with a minimum of three years of experience at the director or equivalent level. The ideal candidate is a Human Resources generalist who can bridge technical and strategic areas of the business with a strong eye toward the future of the electric utility business. Fully qualified prospects will possess analytic capabilities and a proactive approach to the business, naturally seeking to engage executives, peers, and other personnel to understand the needs and challenges in each area of the utility. He or she should offer a modern perspective and experience in areas such as talent management, knowledge transfer, succession and workforce planning, organizational development, emergency management and response, safety, technical training, diversity, compensation, and benefits. Ideal candidates will offer electric industry experience or experience in an industry facing similar challenges.

A BA/BS degree in human resources, business administration, public administration, sociology, psychology, or a related field is required. An MBA or master's degree in a human resources discipline is preferred. In addition, fully qualified candidates will possess one or more of the following professional certifications PHR, SHRM-CP, SPHR, or SHRM-SCP. Candidates without one of these professional designations will be expected to obtain such certification within one year of hiring. Other professional certifications such as CCP, CBP, CEBS, or ARM are preferred.

PRIMARY FUNCTIONS

Executive Team

- As a member of the Executive Management Team, the Chief Employee Experience Officer participates in key decisions pertaining to strategic initiatives, operating model and operational execution; contributes to strategic planning, supports corporate initiatives; keeps abreast of critical issues in other departments/business units; understands market and economic factors affecting the organization; participates in corporate policy development; and creates and delivers an outstanding experience for the organization's employees and customers.
- Partners with Executive Management Team members to adopt and integrate key strategies and initiatives. In collaboration with the Executive Team establishes the HR vision and defines organization-wide strategic imperatives to support OUC's success and growth. Challenges

and influences the Executive Management Team on implications of internal and external business trends and issues that could influence the operating environment with the focus on continuous improvement across the organization.

- Collaborates with the Executive Team to champion, build-on and reinforce OUC's employee-focused culture. Provides advice, counsel and guidance to create an enduring, highly-productive, ethical, engaged, customer-focused and results-oriented organization.
- Works with the Executive Team to ensure our shared company values, vision and mission are prevalent in everyday decision-making. Plays a key role in shaping company strategy and leads their team to align HR priorities with business strategies and goals. Consults on diversity, workforce and business issues that have an impact on the organization.
- Attends monthly Commission meetings and updates the Board as appropriate throughout the year.
- Assists the organization to shape the culture and enhance the capabilities required to drive the strategic objectives established by the organization.

Department

- Responsible for all Human Resources functions including the design, development and execution of all HR strategies, policies, procedures and programs.
- Develops a strategic human resources plan which is designed to attract and retain the best talent and contributes to the development of the organization's positive brand as the "Employer of Choice."
- Translates the human resources strategic and operational plans and goals to ensure the development and implementation of HR programs and services which are focused on the employee experience and aligned with organizational strategic initiatives.
- Oversees and supports innovative initiatives to leverage overall operational effectiveness and efficiency. Acts as a catalyst and motivator for implementing programs and services, as well as reprioritizing existing resources to support these strategic initiatives.
- Partners with the business units to optimize performance, employee engagement, productivity, and retention. Assists leaders in decisions



regarding employee-related actions such as onboarding, career development, training, total rewards, employee relations and engagement.

- Develops an organizational framework to ensure the ongoing availability of qualified and motivated employees in order to meet current needs and planned future growth. Ensures the use of innovative recruiting strategies and practices aimed at identifying and acquiring talent within and outside of the organization.
- Directs the development of progressive and proactive compensation, benefits and wellness programs to provide motivation, incentives, and rewards to support employee engagement and effective performance. Oversees the evaluation of key positions in the organization to maintain a competitive market-based sustainable compensation and benefits package.
- Appropriately directs policies and programs for effective management of the people resources of the organization, including employee relations, employee safety, diversity and inclusion, creating a respectful work environment, employee concerns, external education, career development, safety and emergency management. Develops and mentors the Human Resources team.
- Keeps abreast of new laws, regulations, and trends and ensure compliance with federal, state, and local employment, wage and salary laws and regulations. Protects the interests of employees in accordance with federal and state laws and regulations such as ERISA, OSHA, ADA, GINA, FMLA and FLSA.
- Focuses on improving overall employee satisfaction and engagement by identifying and responding to concerns and opportunities for improvements. Oversees the administration and action planning related to employee engagement survey(s). Provides consistent and fair communication and interpretation of HR policies and procedures.
- Safeguards employee confidentiality by establishing, maintaining, and enforcing strict adherence to policies and procedures concerning all communications (verbal and written) including the storage of records and documents.
- Oversees the development and execution of all aspects of emergency management and safety including standard operating procedures for emergency management and safety processes, programs and compliance using known industry and organizational best practices.
- Oversees the design and development of innovative training programs for the organization. This includes training in areas such as safety, technical, employee and leadership development, diversity and inclusion and operations.
- Develops the annual budget for the areas within the scope of responsibility; ensures that operations are managed within authorized budgets; advises, develops, reviews and approves budgets, plans, and business goals.

- Selects, partners and coordinates with outside services providers, human resources consultants, insurance brokers/carriers, retirement plan administrators, consultants, training specialists, and employment counsel.
- Continually assesses the competitiveness of all programs and practices against the relevant comparable organizations, industries, and markets; remaining up to date on trends in human resources.
- Position may require extensive travel between OUC facilities, customers or other facilities. The CEEO is expected to be actively involved in the community and to be involved in OUC-supported community-related events.

Organizational Development

- Leads the design, development and implementation of a strategic organizational development plan to include organization design and development, succession planning, leadership development, talent management, change management, employee engagement efforts, and cultural change.
- Ensures goal alignment across the organization; provides transparency within and across the organization regarding goals and progress against goals; coaches leaders in areas where behavior and/or outcomes are not in alignment.
- Actively collaborates and builds relationships with key business and functional partners to deliver key initiatives and influence outcomes.
- Analyzes trends (organizational, business, market, geography) and their impact on the business; identifies potential roadblocks and opportunities, creating and implementing plans to address these.
- Develops, prioritizes, and directs delivery of services, programs and initiatives to support the mission, vision and values of the organization.

Talent Management

- Oversees the talent management program to support a positive, performance-driven culture. Designs and develops the human resources strategies to identify strategic talent needs; identifies competency, knowledge and talent gaps; and creates a plan to build, buy and/or develop talent management tools and resources.
- Designs, develops, and oversees the succession planning processes and systems including assessing the depth and breadth and appraising and placement of the talent pool. Implements plans and programs to identify talent within and outside the organization for best fit of the talent to the positions.
- Oversees the talent review process (including performance reviews). Routinely evaluates key positions in the organization to maintain a competitive market-based sustainable compensation and benefits package for employees.
- Facilitates and supports the development of high potentials and senior leaders in order to strengthen the leadership of the organization.

Advocates learning, training, development and management accountability to enhance both individual performance and organizational capability.

- Oversees the talent review process, understanding the organization's collective bench strength; and moves talent across business units to meet business needs. Develops retention plans and programs targeting high potential and critical roles. Identifies appropriate and effective external sources for candidates for all levels within the organization.
- Develops specific programs to address talent gaps including: talent management through proper succession planning programs for key contributor and management positions as well as roles designated as critical positions; training and development programs for preparing employees and managers for more significant responsibilities; and general business development programs to enhance employee knowledge and understanding of the business of the organization and the industry.
- Develops and executes a Learning and Development (L&D) strategy. Responsible for the design and execution of a forward-thinking learning strategy driving organizational and departmental success through talent management, leadership development, curriculum management, learning tools and systems, and role-specific training across the organization. Oversees initiatives, training and development programs to foster ongoing staff development and maximize employee engagement.
- Creates a strengths-based leadership development program that ensure both current and new leaders can act as effective coaches, managers and culture ambassadors.
- Develops a performance management and improvement system that includes ongoing reviews, employee surveys and career mapping/development. Oversees the development of innovative programs related to employee engagement initiatives in support of a diverse and inclusive workplace.
- Establishes clear goals to measure success: develops metrics; tracks and analyzes results to assess the effectiveness of the L&D program; and benchmarks the L&D program externally to ensure best practices.

Team Management

- Evaluates the Department's structure and team to continually improve the efficiency and effectiveness of the group, as well as, provides professional and personal growth for all employees on the team.
- Continuously focuses on fostering a positive employee experience and communicates how each employee's job contributes to the execution of the departmental objectives and strategic plan.
- Mentors, develops, and promotes appropriately skilled and experienced staff. Provides team development; establishes direction and motivates team members; creates an atmosphere of transparency and trust; leverages diverse viewpoints and experiences; coaches; encourages team dialogue; and encourages improvement and innovation.
- Ensures a positive, productive and inclusive environment where employees are well suited to their position. There is a dedication to providing continuous, valuable performance reviews with candid, meaningful and timely feedback; career development and training with challenging assignments to develop the employee and develop the talent bench strength of the team and support development of succession planning.

Personal Development

- Maintains professional and technical knowledge by reviewing professional publications; establishing personal networks; benchmarking state of the art practices; and participating in professional organizations on a regular and ongoing basis. Provides education and leadership to direct and indirect reports.
- Continually strives to update personal awareness, knowledge and skills including a broader base of knowledge and skill in overall business acumen. This can include advanced degrees, education, certifications for self and/or team.
- Keeps abreast of current market and industry trends and issues, new regulations and policies, and participates in industry trade groups. Identifies any new opportunities or areas of concerns for the organization.
- Participates in non-profit and community relations initiatives as an OUC representative.

COMPENSATION, BENEFITS AND RELOCATION



The total compensation and relocation package is competitive and will be dependent upon qualifications and experience.

TO APPLY: *Interested candidates should submit a cover letter and resume no later than August 6, 2018 to: jgallo@mfpllc.us*

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**In accordance with Florida law, submitted applications will become subject to public records requests upon receipt.*

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