

POSITION SPECIFICATION
General Manager & Chief Executive Officer
Orlando Utilities Commission

Job Purpose

The General Manager/Chief Executive Officer (GM/CEO) has the responsibility for overseeing all of the operations of a major electric and water utility organization; driving innovation, shaping strategy, and ensuring the organization's vision, mission, and strategic objectives are achieved. The GM/CEO provides leadership and strategic direction to ensure operations are consistent with the Charter of the organization. The GM/CEO demonstrates objectivity, balanced judgement, and informed decision making to strengthen and sustain the profitability and viability of the organization. The GM/CEO reports to the Board and carries out all policy functions adopted by the Board.

Primary Functions

- Provide a compelling and well-informed vision of the future of the utility industry, and position OUC for continued success in meeting its commitments to innovation, to sustainability, to customers and the community, and to elevating performance metrics, financial results, and service delivery;
- Responsible for providing strategic leadership for the organization by developing, implementing, and communicating a strategic vision that outlines the long term role of OUC and solicits advice and guidance and carries out any recommendation of the Board;
- Oversee operations to ensure production efficiency, quality, service, and cost effective management of resources and manage its compliance with local, state, federal laws and regulatory requirements;
- Develop a culture of efficiency, productivity, innovation, and accountability to customers;
- Ensure ethical business practices, and maintain quality by establishing and enforcing organizational standards;
- Promote strong fiscal accountability and responsibility; oversee the growth and profitability of the organization, develop and monitor strategies for ensuring the long term financial viability of the organization and ensure the generation of revenue through proper planning, development, and implementation of strategies;
- Mobilize change and innovation by anticipating future trends and their potential impact to OUC to ensure the organization adapts and thrives in the changing electric and water industry;
- Ensure that all projects are designed, engineered, constructed, and delivered on schedule and within budget in accordance with the desired standards and in full compliance with all environmental, safety, and regulatory requirements;
- Ensure goal alignment across the organization, provide transparency within and across the organization regarding goals and progress towards goals;
- Develop, execute, and oversee a workforce development plan;
- Oversee the Executive Management Team in developing annual budgets to support operating plans;
- Succession planning - identify and mentor future leaders of the organization;
- Build organizational relationships and represent OUC at industry conferences, governmental and legislative bodies and client events;
- Ensure OUC and its mission, programs, and services are consistently presented in a strong, positive image to relevant stakeholders;
- Responsible for providing prompt, thorough, and accurate information to keep the Board appropriately informed, advising them on changes related to OUC's mission or goals;
- Work with the Board President to enable the Board to fulfill its governance functions and facilitate the optimum performance by the Board;
- Be proactive in fostering cooperation between OUC and State and Central Florida governmental entities and agencies.

Technical Requirements

- Requires extensive knowledge of the utility industry, organizational and departmental regulatory guidelines, best practices, and operating procedures;
- Have a strong business acumen with a thorough understanding of general business principles;
- Have a strong and proven commitment to safety;
- Knowledge of contracting, negotiating and change management;
- Knowledge of public relations principles and practices, communication and public relations techniques;
- Public policy, public administration, management theory and practice;
- Ability to develop financial plans and manage resources and analyze and interpret financial data;
- Ability to communicate and interact with officials at all levels of government and to work with a wide range of constituencies in a diverse community;
- Strategic plan development and execution;
- Experience with implementing sustainability projects;
- Familiarity with FEMA requirements for emergencies and natural disasters;
- Examining and re-engineering operations and procedures;
- Strong working knowledge of information technology (i.e., CIS/Billing) and with utility related operational technology (AMI, SCADA, GIS);
- Formulating policy and developing and implementing new strategies and procedures;
- High degree of interpersonal skill and the ability to lead, motivate, and develop personnel;
- Analytical skills;
- Change management methodologies and practices and the ability to lead others through change, resolve conflicts, and inspire a shared vision;
- Skill in effectively communicating orally, interpersonally, and in writing and be proficient in reading, writing, and speaking English;
- Must be able to interact and communicate effectively at all levels within the organization from the Board to the front line.

Education/Certification/Years of Experience Requirements

- Bachelor's degree in Engineering, Business Management, Business Administration, or Finance or related field from an accredited college or university;
- Master's degree in Engineering, Business Management, Business Administration, Finance, or a Juris Doctorate from an accredited college or university preferred;
- Strong leadership skills with a proven ability to inspire, listen, communicate, manage and advocate on behalf of large diverse workforce;
- Ten (10) years of experience in the electric and water utility industry at a senior management level with proven leadership experience within the areas of electric and water industry technical, legislative, regulatory, and political environments;
- Working knowledge in the areas of electric and water production, transmission and distribution, and associated rate structures are required;
- Five (5) years of experience working with a Board and its committees;
- Demonstrated leadership, strong financial and business acumen, seasoned judgement, negotiation, and consensus-building skills are required.

OUC is an Equal Opportunity Employer who is committed through responsible management policies to recruit, hire, promote, train, transfer, compensate, and administer all other personnel actions without regard to race, color, ethnicity, national origin, age, religion, disability, marital status, gender, sexual orientation, gender identity or expression, genetic information and any other factor prohibited under applicable federal, state, and local civil rights laws, rules and regulations.

Compensation Range: \$350,000.00 - \$450,000.00 + customary benefits

Competencies

Organizational Awareness (Executive). Demonstrates a broad business perspective and awareness of how decisions impact other areas of the business.

- Understands organizational impact and readiness when implementing new processes.
- Focuses on how one's business unit can have an impact on the broader enterprise.
- Networks outside of OUC to understand industry trends; uses this network to help advance the enterprise and mitigate potential risks.
- Communicates across all business units to ensure they have a broad awareness of enterprise priorities across the organization.
- Understands how executive decisions impact people at all levels of the organization.

Prioritization (Executive). Focuses on the achievement of OUC-wide goals and ensures departmental/functional priorities align with broader OUC strategic priorities.

- Ensures their business unit goals are aligned with enterprise initiatives and priorities.
- Demonstrates a broad awareness of enterprise priorities beyond their business unit.
- Makes decisions and trade-offs that support business unit objectives that are best for OUC.
- Collaborates with other business units during goal setting to ensure appropriate alignment and prioritization.
- Communicates and partners across business units to ensure alignment of priorities and resources.
- Demonstrates a cross-functional mindset and seeks to drive integration of efforts across the organization.

Teamwork (Executive). Collaborates across business units and functions to achieve OUC's strategic priorities.

- Fosters a trusting and team-oriented mindset amongst OUC's various business units.
- Credits and celebrates business units working together to achieve commission-wide contributions.
- Represents business unit interests while supporting other business units and balancing conflicting priorities/demands.
- Incorporates input from stakeholders across business units when making decisions.
- Offers to act as a resource to colleagues across business units.
- Works cooperatively and partners with others across the organization to achieve enterprise objectives.
- Uses extended networks to advance organizational objectives.
- Understands team strengths and weaknesses and uses this knowledge to drive enterprise collaboration and productivity.

Process Improvement (Executive). Leads transformational changes that will drive organizational efficiency.

- Encourages an environment that fosters process improvement.
- Provides organizational context for the creation of workflow efficiency frameworks.
- Ensures processes and procedures are communicated and executed through commission employees.
- Acts as the change agent; promotes and champions change.
- Identifies opportunities for change and provides the necessary resources/support to effectively implement the change.
- Promotes organizational sharing of best practices and ideas for process improvements.

Role-Specific Competencies

Leadership. Achieving extraordinary business results through people.

- Inspires others with compelling visions by leading through example; walking the talk and living the actions communicated.
- Takes risks for the sake of principles, values, or mission.
- Builds trust and demonstrates integrity with a noticeable congruence between words and actions.
- Empowers employees through giving them a voice and effectively communicating organizational changes.
- Addresses performance issues promptly, fairly, and consistently.
- Adapts methods and approaches to the needs and motivations of others.
- Makes decisions to avoid or mitigate the negative consequences for people.

Decision Making. Utilizing effective processes to make decisions.

- Demonstrates an ability to make difficult decisions in a timely manner.
- Gathers relevant input and develops a rationale for making decisions.
- Evaluates the impact or consequences of decisions before making them.
- Acts decisively despite obstacles, resistance, or opposition.
- Involves people in decisions that affect them.
- Willing to correct erroneous decisions when necessary.

Goal Achievement. The ability to identify and prioritize activities that lead to a goal.

- Establishes goals that are relevant, realistic, and attainable.
- Identifies and implements required plans and milestones to achieve specific business goals.
- Initiates activity towards goals without unnecessary delay.
- Stays on target to complete goals regardless of obstacles or adverse circumstances.

Interpersonal Skills. Effectively communicating, building rapport and relating well to all kinds of people.

- Demonstrates sincere interest in others.
- Treats all people with respect, courtesy, and consideration.
- Respects differences in the attitudes and perspectives of others.
- Listens, observes, and strives to gain understanding of others.
- Communicates effectively.
- Sensitive to diversity issues.
- Develops and maintains relationships with many different kinds of people regardless of cultural differences.

Flexibility. Agility in adapting to change willingness to be open minded to other's ideas.

- Responds promptly to shifts in direction, priorities and schedules.
- Demonstrates agility in accepting new ideas, approaches, and/or methods.
- Modifies methods or strategies to fit changing circumstances.
- Adapts personal style to work with different people.
- Maintains productivity during transitions, even in the midst of chaos.
- Embraces and/or champions change.

Personal Accountability. A measure of the capacity to be answerable for personal actions.

- Accepts personal responsibility for the consequences of personal actions.
- Avoids placing unnecessary blame on others.
- Maintains personal commitment to objectives regardless of the success or failure of personal decisions.
- Applies personal lessons learned from past failures to moving forward in achieving future successes.

Persuasion. Convincing others to change the way they think, believe, or behave.

- Utilizes the knowledge of other's needs, wants, beliefs, attitudes, and behavior to promote a concept, product or service.
- Builds trust and credibility before attempting to promote concepts, products or services.
- Uses logic and reason to develop rational arguments that challenge current assumptions, attitudes, beliefs and behaviors.
- Identifies and addresses the social, emotional, economic, and practical barriers that prevent people from complying.
- Adapts techniques and approaches to the needs and wants of those being influenced.

TO APPLY

Prospective candidates should submit a cover letter and resume via email for initial screening by **September 8, 2017** to:

Patrick Prouse
Mycoff, Fry & Prouse
PO Box 1310
Conifer, CO 80433
pprouse@mfpllc.us
(800) 525-9082

Applicants should be aware that applications in Florida become a matter of public record upon receipt.