

JOB DESCRIPTION

TITLE: General Manager

RESPONSIBLE TO: Board

DATE: September 23, 2003

Purpose of the Job

To assume the role of Chief Executive Officer responsible for long-range planning, direction, goals, and expansion of the utility by effectively and efficiently analyzing long-range needs and the increasing demands for the utility's services and developing plans to effectively meet those needs. Also responsible for acting as the utility's liaison and representative in intergovernmental relations, as well as a liaison between the utility and its customers.

Duties and Responsibilities:

1. Assesses the long-range needs for the utility to effectively meet the demands of the growing customer base.
2. Develops long-range plans for the expansion and improvement of the utility's various services and submits the same to the Board for review and approval.
3. Acts as a liaison between the utility and various governmental authorities (e.g., surrounding counties, municipalities, utilities, etc.), and suppliers of the utility's services (e.g., TVA, suppliers of natural gas, etc.).
4. Responsible for economic development including meeting with potential major commercial and industrial customers, coordinating their new services, and addressing their problems/concerns. Works with state and area economic development representatives.
5. Responsible for ensuring, to the extent possible, that the utility meets federal and state regulatory requirements. Coordinates with and represents LCUB before applicable federal and state regulatory authorities.
6. Acts as a liaison between the utility and all of its customers. Ultimately responsible to handle customer concerns/complaints. In the case of serious or unusual problems, will advise the Board and Operations Manager before a decision is made.

Normal, Working Hours and Conditions:

Normally works 40 hours per week, Monday through Friday, at hours designated by the Board. This is an exempt salaried position under the FLSA and the Manager is expected to work whatever hours are necessary to perform the job duties and responsibilities. Subject to after-hours emergency work where situations warrant management advice or decisions, generally where the Operations Manager is unavailable.

Supervision Received and/or Given:

Job requires considerable judgment and independent action; no close supervision; reports directly to the Board, coordinates long-range planning, economic development, and governmental and public liaison duties with the Operations Manager; unusual situations are discussed with the Board /Operations Manager before decisions are made, if time allows; reports of actions taken to the Board and the Operations Manager as needed.

Minimum Qualifications:

1. Must possess Four Year College Degree in Engineering or Business Administration with a minimum of five (5) years experience with LCUB or a utility of comparable size/scope with Electric, Gas, Water, and Sewer.
2. Ability to analyze long-range utility needs and to develop adequate action plans to meet those needs.
3. Ability to work effectively with the Board to assess the long-range goals of the utility and to implement the Board's directives.
4. Ability to act as an effective representative of LCUB in its relations with other governmental entities; utilities, suppliers, regulatory agencies and customers.
5. Ability to write reports, action plans, and summaries with clarity and communicate effectively with others, both orally and in writing.
6. Valid Tennessee Driver's License and authorization to drive Board vehicles.
7. Superior standards in cleanliness and neatness in appearance and deportment on the job.
8. Must possess a Certified Power ~~Executive~~ (CPE) or other similar education from TVPPA or utility organization.