

**ORDINANCE NO. 01-73 AC CMS**

**AN ORDINANCE AMENDING THE JOB DESCRIPTION AND JOB TITLE  
FOR THE POSITION OF KEY ACCOUNTS AND UTILITIES SERVICES  
MANAGER FOR THE CITY OF OBERLIN**

BE IT ORDAINED by the Council of the City of Oberlin, County of Lorain, State of Ohio, a majority of all members elected thereto concurring:

SECTION 1. That the title for the position of "Key Accounts and Utilities Services Manager" for the City of Oberlin is hereby amended to be the "Utility Services Manager", and the job description for said position is hereby amended to read as set forth in Exhibit A attached hereto.

SECTION 2. It is hereby found and determined that all formal actions of this Council concerning or relating to the adoption of this ordinance were adopted in an open meeting of this Council and that all deliberations of this Council and of any of its committees that resulted in such formal actions, were in meetings open to the public in compliance with all legal requirements, including Section 121.22 of the Ohio Revised Code.

SECTION 3. That this ordinance shall take effect at the earliest date allowed by law.

PASSED: 1<sup>st</sup> Reading - August 20, 2001 (E)  
2<sup>nd</sup> Reading -  
3<sup>rd</sup> Reading -

ATTEST:

  
CLERK OF COUNCIL

  
CHAIR OF COUNCIL

POSTED: August 21, 2001

EFFECTIVE DATE: August 21, 2001

# ***JOB DESCRIPTION***

## **UTILITY SERVICES MANAGER**

### **GENERAL STATEMENT OF DUTIES**

Promote municipal utility identity as a locally-owned, locally-controlled utility with a sole mission of providing low-cost and high quality retail electricity and related energy services to its customers/owners. Will identify, coordinate and market utility customer services to build customer loyalty, promote goodwill, conserve energy, improve the environment, save energy dollars and educate customers.

### **SUPERVISION RECEIVED**

Works under the direction of the Electric Director.

### **SUPERVISION EXERCISED**

As authorized by the Electric Director.

### **JOB DUTIES**

- Develop, coordinate and administer a "Key Accounts Program".
- Develop and strengthen relationships with major load customers.
- Interview (visit) key account customers, at least annually, to assess their short-term and long-term electric service requirements.
- Take pro-active measures in maintaining and sustaining load growth in a competitive environment.
- Will develop and implement new products and services, business attraction/retention programs, analyze potential markets and develop marketing strategies.
- Develop, coordinate, and market energy service programs to customers - residential, commercial and institutional.
- Develop customer service programs that will meet customers' self-perceived needs and wants.
- Promote and market identity as a municipal utility provider, focusing on advantages and benefits to build customer loyalty.
- Develop, coordinate, and administer both internal and external advertising campaigns that will promote customer-owned municipal (local ownership/local control) strengths and benefits.

- Develop customer surveys to measure satisfaction with existing services, and to solicit customer opinions and preferences regarding services they would like the utility to offer in the future.
- Identify utility's competition, including rate schedules, energy service programs, DSM programs, etc. to strengthen municipal utility's competitiveness.
- Develop alliances through joint action with other municipal utilities in an effort to become more cost efficient; gain expertise, skills and knowledge; and provide high quality customer service.
- Handle, coordinate, and arrange for the transfer of electric service from neighboring utilities to OMLPS.
- Work closely with the City Manager, Electric Director, Director of Planning & Zoning and other city employees to aid their efforts as it relates to electric issues.
- Assist in budgeting process; collect relative financial data, project future costs.
- Make recommendations to Electric Director on policy areas as it relates to customer services and customer relations.
- Develop, coordinate, and promote sustainable energy programs as it relates to conservation, efficiency, green power alternatives, energy education, etc.
- Assists the Electric Director in daily operations of the department.
- Assists with the development of departmental long- range plans.
- Interprets policies to general public and citizen groups.
- Performs related work as required and as assigned.

#### MINIMUM QUALIFICATIONS

Bachelor's degree in business administration, marketing or related field. Five (5) years experience in customer service and electric utility operations. Well-organized in order to administer a myriad of activities simultaneously. Excellent leadership, communications, math and interpersonal skills are essential. Should have demonstrated proficiency in public relations, which includes municipal utility, customer relations, and community activities. Must have computer skills, including word processing, spreadsheet and database programs.

#### LICENSES AND CERTIFICATES REQUIRED

Valid Ohio's Driver's License

Paygrade: 11

F.L.S.A. Rating: Exempt

Classification: n/a

Civil Service Rating: Classified/Non-Competitive

Approved: 8/7/01

## **PRESS RELEASE**

For More Information, Contact:

Steve Dupee, Director

City of Oberlin

(440) 775-7260 Fax: (440) 775-1546

### **FOR IMMEDIATE RELEASE**

Doug McMillan, 44, has been appointed to the position of Utility Services Manager for Oberlin Municipal Light and Power System's (OMLPS) Energy Services Division. Mr. McMillan is a four year veteran of OMLPS and takes over for Electric Director Steve Dupee, who has been performing both functions since his interim appointment to Director in May, 2000.

Electric Director Dupee said, "Doug brings a wide variety of technical, marketing, and customer service skills to this important position. The Utility Services Manager position was developed to provide value-added energy services, such as energy audits, load management, power quality monitoring, and electric consumption/demand reduction assistance to our residential, commercial and institutional customers. Doug is an exceptional employee who will renew our energy services program with a vigor to bring more value to every energy dollar our customers spend."

Mr. McMillan attained a bachelor of arts degree in business administration in 1994 from Capital University. Mr. McMillan and his wife Sue have three children - Erin, 17, Kelly, 15, and Ryan, 14.