

## **ASSISTANT GENERAL MANAGER-ADMINISTRATION**

### **DEFINITION**

Under general direction, provide leadership and management to plan, coordinate and direct all administration division activities of Alameda Municipal Power including utility billing, support services and financial services; performs related work as required.

### **EXAMPLES OF DUTIES**

1. Supervises, trains and evaluates assigned staff; participates in the selection of staff; develops and monitors employee training; develops and monitors employee performance benchmarks; performs ongoing employee observation to ensure quality assurance and employee excellence; works with employees to correct deficiencies.
2. Directs assigned activities including finance, budget, accounting, purchasing, meter reading, and customer service and account collection functions; ensures compliance with applicable federal, state and local laws, regulations and court rulings related to work activities.
3. Participates in various joint power agencies' committees and supports the PUB-designated Northern California Power Agency (NCPA) commissioner.
4. Directs the work of consultants; administers services or other agreements for services and/or supplies.
5. Coordinates preparation and administration of organizational budget, annual financial report and related activities.
6. Prepares or supervises preparation of routine and special reports to document activities, operation and performance of organization and recommends action by the Public Utilities Board or other authority.
7. Assists in developing and implementing policies of the Public Utilities Board; updates policies to be consistent with federal, local, and state regulations.
8. Develops and evaluates support financial services and operational customer service-related activities incorporating best business practices; assists other divisions in financial analysis, purchasing, recommends improvements and modifications to existing processes.
9. Develops, schedules and monitors methods to accomplish division goals; ensures work is completed in a timely and efficient manner.
10. Maintains and prepares records and reports.
11. Resolves customer complaints and problems.
12. Assists in short and long-range planning efforts and goals regarding business processes, procedures and improvements; reviews and evaluates business requirements for business technologies and processes such as Enterprise Resource Programs and finance customer information systems.
13. Identifies and analyzes operational problems, conducts studies, strategically evaluates alternatives and implements effective solutions for a wide variety of issues.
14. Coordinates activities with other divisions, City departments, consultants, contractors and outside agencies such as NCPA.
15. Performs related duties as required.

### **EMPLOYMENT STANDARDS**

#### **Education/Experience**

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

#### **Education:**

Graduation from a four-year college or university with major course work in public administration, business administration, finance or a related field. A masters' degree is desirable.

#### **Experience:**

Seven years of progressively responsible professional experience in financial management, debt management, accounting, budgeting/fiscal management environment, and customer resources at least three of which shall have been in a supervisory capacity. Experience in a utility business operation is desirable.

### Knowledge

Knowledge of electric utility operating procedures and practices; principles and methods of public administration; effective methods, principles and practices of supervision and employee evaluation; current financial management practices including accounting, treasury management, financial planning, debt management and issuance, short and long-term financing, risk management; cost accounting and data processing; effective customer service relations principles and practices; collections and delinquent account procedures; pertinent court cases, federal, state and local laws and regulations related to work; budget development, implementation and administration; applicable federal, state and local laws, codes and regulations; correct English usage including spelling, punctuation and grammar; personal computers including hardware and software applications related to the work; effective methods of communication both oral and written; effective conflict resolution techniques; applicable technical information and aspects of the electrical utility industry; principles and procedures of record keeping; principles, practices and techniques of project management including contract administration and compliance; effective methods of policy development and implementation; research and statistical techniques and methodology; problem resolution methods and practices related to business process analysis.

### Abilities

Ability to effectively plan, coordinate and manage administration and customer service activities and operations; plan, administer and evaluate work programs and schedules; interpret and apply complex governmental regulations; perform both complex and routine administrative work with speed and accuracy; conduct analytical studies and formulate recommendations; draft and review procedures and agreements; draw valid conclusions and project consequences of decisions and recommendations; communicate effectively; provide effective supervision and train and evaluate assigned staff; prepare and develop cost estimates and budget figures; maintain accurate and up-to-date records; perform business and statistical calculations; establish and maintain cooperative working relationships with those contacted in the course of the work; apply federal, state and local laws and regulations pertaining to work; establish goals and objectives and meet timelines; establish work priorities and communicate strategic direction to staff; operate a personal computer with associated hardware and software as required in the work; create and present a variety of reports and documents in the appropriate format; function as an effective team member demonstrating leadership and cooperation; review and analyze business operations and processes and make recommendations of effective process change; perform related as required.

### Other Requirements

As periodically determined by the City to establish and/or maintain the minimal level of knowledge, skills and abilities required by this classification and to meet the needs of the City.

Work outside regularly scheduled hours as required.

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.

CL: Human Resources Department