

---

---

**ASSISTANT GENERAL MANAGER-CUSTOMER & ENERGY RESOURCES**

---

---

**DEFINITION**

Under general direction, provides leadership and management to plan, coordinate and direct customer program activities including communications, public benefits, satisfaction and service, community outreach, communication of information, and business processes; electric utility supply, demand-side resource acquisition and portfolio management; manages participation and response to California electric market related regulatory and legislative issues; and manages necessary technical interfaces with joint power agencies. Manages the development and administration of rates and pricing of services to meet risk management, financial and environmental objective; performs other 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 emerging customer programs, public benefits, services, community outreach, advocates the importance of public power, and the utility's brand in the community.
3. Directs activities including energy resource planning and procurement, supply and demand-side management plans; complex modeling and decision analysis; rate development, energy risk management, and forecasting
4. Participates in various joint power agencies' committees and supports the PUB-designated Northern California Power Agency (NCPA) commissioner.
5. Ensures compliance with applicable federal, state and local laws, regulations and court rulings related to work activities.
6. Manages contracts and purchasing needs. Oversees the work of contractors and consultants for services and/or supplies.
7. Directs division budget preparation.
8. Reviews and evaluates business requirements and technological advances and develops strategy for implementing changes benefiting the organization.
9. Participates in the development of long-range planning and strategies to meet financial objectives.
10. Assists in the development and implementation of Public Utilities Board policies; updates policies to be consistent with federal, local, and state regulations.
11. Prepares and presents various studies, analyses and reports.
12. Develops goals, objectives, procedures and standards; determines priorities, staff assignments and work methods; develops, schedules and monitors methods to accomplish division goals; ensures work is completed in a timely and efficient manner.
13. 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.
14. Maintains and prepares records and reports.
15. Resolves customer complaints and problems.
16. Identifies and analyzes operational problems, conducts studies, strategically evaluates alternatives and implements effective solutions for a wide variety of issues.
17. Coordinates activities with other divisions, City departments, consultants, contractors and outside agencies such as NCPA.
18. 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 engineering, economics, management, business or public administration, or a related field. Masters' degree is desirable.

#### Experience:

Five years of progressively responsible professional experience in utility customer (residential and/or business) programs, utility economics, resource planning, general administration, management, business administration, or customer services or a related field and at least two years performing the work in a management supervisor capacity. Experience in utility customer programs and 24/7 operations is desirable.

### Knowledge

Knowledge of electric utility operating procedures and practices; electric utility resource planning, acquisition and portfolio management of the utility's power resource interests and obligations at the bulk power and distributed generation level; joint planning, procurement, portfolio management, power pooling and transmission arrangements with third parties, including joint powers agencies, system operators, utilities, customers and suppliers; energy efficiency, fuel switching, building electrification and transportation electrification programs; planning, development, evaluation, acquisition and operation of supply and delivery resources for electric power and other product lines based on forecast needs; commodity and enterprise energy risk management policies and programs; short-term and long-term resource operation and cost models; supply and demand-side resource planning and evaluation, energy supply and delivery costs; market based fuel and energy cost projections; power pool operation and cost analyses;; negotiation of contracts for the purchase and/or sales of utility resources and services, including energy and environmental commodities and transmission; development of rates and pricing structures incorporating cost of service factors and competitive factors by rate class; applicable utility business, financial, regulatory and management practices; power supply and demand-side resources, load management, and conservation measures; engineering economics, and project planning; financial, budgeting, and accounting principles and public financing techniques; forecasting, cost analysis and pricing design; applicable laws, codes and ordinances; principles and methods of public administration; effective methods, principles and practices of supervision and employee evaluation; pertinent court cases, federal, state and local laws and regulations related to work; project planning and administration; residential, commercial, and industrial business needs; business mathematics; correct English grammar including spelling, and punctuation; 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 and practices of budgeting financial record keeping and reporting; 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 emerging customer program such as public benefits, services, community outreach, advocates the importance of public power, and the utility's brand in the community, and energy resources activities such as power resource planning, acquisition, risk and portfolio management activities in a supervisory capacity requiring the management, training, and evaluation of assigned staffs; to function as an effective team member demonstrating leadership and cooperation; to effectively 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; effectively communicate both orally and in writing complex subject matter to diverse audiences including Public Utilities Board members, elected officials, utility industry executives, regulatory agencies and public audiences using excellent written, oral and presentation skills interpret and apply complex laws, governmental regulations and contractual provisions; prepare and develop cost estimates and budget figures; analyze technical and financial data; make economic evaluations, comparisons, and formulate recommendations; draft and review procedures and agreements; maintain accurate and up-to-date records 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; establish and maintain cooperative working relationships with those contacted in the course of the work; supervise, train and evaluate assigned staff, and perform related work 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 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