

SUPERVISOR-CUSTOMER RESOURCES

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DEFINITION

Under general direction, plans, supervises and participates in the operation of the customer resources function and performs other work as required.

DISTINGUISHING FEATURES

This is the most advanced journey level class in the Customer Resource section. Positions allocated to this class exercise a high degree of responsibility for managing the customer resources section, and performing specialized research, analysis and program administration. Work in the class is distinguished from that of lower classes by the level of responsibility associated with assigned duties and by the degree of specialization required.

EXAMPLES OF DUTIES

1. Manages and administers policies and procedures for the customer resources section.
2. Oversees and coordinates section services, including access of information via customer facing technology, various utility databases, public relations communications technology, etc.
3. Supervises professional, technical and administrative support staff including scheduling for section operations and assignment of work activities, projects and programs.
4. Serves as a member of the utility's management team; assists in the planning, development and implementation of departmental goals, objectives, policies, and priorities.
5. Develops and implements utility programs, services and activities for the benefit of AMP customers, the community and the environment. Ensures compliance with applicable federal, state, and local laws, regulations and court rulings related to work activities.
6. Designs and promotes beneficial building and transportation electrification programs, services and activities
7. Considers how AMP's programs, services and activities will support income qualified customers.
8. Directs and participates in community programs, both in-house and through community outreach including presentations to a variety of audiences.
9. Compiles and analyzes utility activity reports; evaluates utility services, programs, systems, and procedures; prepares various reports and makes recommendations to the Public Utilities Board (PUB).
10. Assists in the development, recommendation and implementation of Public Utility Board policies.
11. As assigned, develops and maintains Federal Energy Regulatory Commission (FERC), North American Electric Reliability Corporation (NERC), and Western Electricity Coordinating Council (WECC) documents and reports to ensure ongoing compliance with all applicable regulations and standards.
12. Assists and advises rate payers about utility programs and services; recommends training activities for utility staff.
13. Attends and represents the utility at professional meetings such as the Northern California Power Agency (NCPA) as required.
14. Assists with maintaining a web presence through the utility's web page and use of social media.
15. As assigned, writes and administers grants and grant applications on regional, state and federal levels.
16. As assigned, applies for utility and government industry recognition awards.
17. Assists in division budget preparation and administration.

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 an accredited four-year college or university with major coursework in engineering, energy management, environmental studies, business or public administration, or a related field with a strong background in the electric utility industry.

Experience: Six years of progressively responsible professional administrative and management experience, of which two years of experience in the related specialty is required, involving the analysis of comprehensive administrative concerns related to utility strategies programs such as customer programs, energy efficiency or closely related field, and at least one year of which shall have been in a supervisory capacity.

Knowledge

Knowledge of current trends, principles and practices of program development, implementation, and evaluation; operation of personal computers and information management with proficiency using word processing, spreadsheets, databases, presentation software, and web-based programs specific to customer resources, customer engagement and relations, and communications; modern office practices and procedures including applications of information systems; a high level of proficiency in English language usage, including excellent spelling, grammar and punctuation skills; principles and practices of supervision, training, performance evaluations and personnel management; principles and practices of budget preparation and monitoring.

Ability

Ability to effectively plan, organize, direct, and coordinate the activities of assigned utility section; identify and analyze community needs and promote interest in utility programs and services; develop and implement utility programs and services which meet residential and business ratepayer needs; plan, administer, and evaluate work programs; prepare and present concise and comprehensive studies and reports for a range of audiences; demonstrate effective leadership and gain consensus and support; set priorities and meet deadlines; performs qualitative research and analysis, and quantitative and general problem solving using superior critical thinking skills; embrace change; interpret and apply policies, procedures, laws, codes and regulations pertaining to assigned programs and functions; clearly define problems and develop solutions; draw valid conclusions and project consequences of decisions and recommendations; perform both complex and routine work with speed and accuracy; work effectively under pressure and with frequent interruptions; serve as a responsible steward of the community's resources; interpret, apply and explain established City and utility policies and procedures; establish and maintain accurate records; prepare reports and make effective public presentations in routine and emergency situations; effectively facilitate/moderate meetings; write grant proposals; set priorities, meet deadlines and make sound decisions; maintain level of knowledge required for satisfactory job performance; communicate effectively and courteously, both orally and in writing; establish and maintain effective working relationships with other agencies such as NCPA, contractors, other work groups and departments, employees and the general public; and supervise, train and evaluate assigned staff.

Other Requirements

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