# 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 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