

ELECTRIC CUSTOMER PROGRAMS SUPERVISOR

DEFINITION

To plan, organize, direct and supervise customer programs and services within the Electric Utility Department including developing, managing, marketing and servicing electric customer programs to a variety of electric utility customers including energy efficiency, load management, distributed generation and low-income rate assistance funded through Public Benefit Funds; to ensure compliance with state mandates; to promote activities and processes that ensure the satisfaction and loyalty of electric utility customers; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Electric Regulatory Compliance Administrator.

Exercises direct supervision over assigned professional and administrative support staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for electric customer programs; implement policies and procedures.

Plan, prioritize, assign, supervise and review the work of professional and administrative staff involved in the development, implementation, marketing and customer servicing of electric programs that enhance customer satisfaction including programs to promote energy conservation and efficiency, load management, distributed generation, low-income rate assistance, and renewable energy resources through the collection of Public Benefit Funds; ensure compliance with pertinent regulatory requirements, including mandatory reporting requirements.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for staff, equipment, and supplies; monitor and control expenditures.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Provide recommendations for budgets; assist in budget implementation; participate in the forecast of additional funds needed for staffing, rebates, equipment, materials and supplies; administer the approved budget.

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Ensure satisfaction of the electric customer base and develop new markets for the electric utility; develop annual strategic plan and long-term goals and initiatives; and prepare a demand-side resource plan to meet long-term expected electricity requirements.

Plan, deliver, and evaluate the electric utility's demand-side resources and public benefit efforts, including energy efficiency, load management, distributed power generation, low-income rate assistance and renewable energy resources.

Coordinate with Department management to identify how program elements will impact operations and power resources.

Prepare a comprehensive customer marketing program, including competitive assessment, cost/benefit analysis and pricing; conduct and/or oversee market research surveys and studies and present market data/reports with recommendations to City decision makers.

Monitor and research legislation; develop and prepare recommended responses to regulatory and legislative initiatives and requirements, especially as related to climate change, energy efficiency, renewable energy standards, and solar programs; identify impact of legislation on operations.

Negotiate and/or oversee contract negotiations with a variety of electric utility customers; participate in business planning activities to facilitate best and most cost effective and efficient use of electricity by a variety of customers.

Coordinate customer service programs and demand-side issues with other City departments and divisions, and outside agencies; meet with customers and various affected parties to communicate City electric policies and priorities; make public presentations as required.

Develop and implement new and/or modified policies, programs and services to meet new program marketing opportunities to improve service to existing and new customers.

Make presentations to high level customer staff and other agencies; prepare and present a variety of technical and statistical reports.

Represent the department to outside agencies and organizations on demand side and customer service activities, participate in outside community and professional groups and committees; provide technical assistance as necessary.

Prepare recommendations and reports to the City Commissions and City Council on electric customer programs and services activities.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of customer service management and market research.

Electric utility competitive business practices.

Demand side resource planning, program design, implementation and evaluation.

Principles and practices of strategic planning for electric utilities.

Electric utility public benefits, such as energy efficiency, demand response, and solar program development, implementation, administration and marketing.

Principles and practices of supervision, training and performance evaluations.

Principles and practices of budget monitoring.

Principles and practices of safety management.

Pertinent local, State and Federal laws, regulations, ordinances and rules.

Ability to:

Organize, implement and direct electric services operations/activities.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Interpret and explain pertinent City electric policies and priorities and department policies and procedures.

Make effective public presentations of technical data and information to a variety of audiences.

Assist in the development and monitoring of an assigned program budget.

Develop and recommend policies and procedures related to assigned operations.

Supervise, train and evaluate assigned staff.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience:

Three years of increasingly responsible experience in electric utility customer service and/or energy efficiency program administration, including one year providing technical and functional supervision over assigned personnel.

Training:

A Bachelor's degree from an accredited college or university. A degree with major course work in marketing, business administration, economics, engineering or a related field is preferred.

License and Certificate

Possession of a valid California driver's license by date of appointment.

01-21-17	Electric Customer Programs Supervisor
11-08-16	
08-15-09	Electric Retail Services Supervisor
03-02-00	
06-12-97	
09-24-99	Key Accounts Representative