

ELECTRIC ECONOMIC DEVELOPMENT AND PARTNERSHIP MANAGER

DEFINITION

To plan, organize, directs and coordinate the design, development and implementation of customer engagement programs, various economic development activities, and advance key strategic initiatives consistent with the Electric Department's overall service offerings and business strategy; to develop and maintain effective relationships with customers and community stakeholders, promoting the Electric Department's value proposition and visibility in the community, and building meaningful and mutually beneficial partnerships that align with the City's priorities; to coordinate division activities with other divisions and departments; and to provide highly responsible technical support to the Electric Utility Director.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Electric Utility Director.

Exercises direct supervision over assigned supervisory, professional, technical and administrative staff.

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

Develop and implement divisional goals, objectives, policies and procedures.

Plan, organize and direct Electric Economic Development and Partnership Division activities including the design, development, implementation and evaluation of economic development initiatives, customer engagement, and strategic partnerships for the Electric Department.

Direct, oversee and participate in the development of the Electric Economic Development and Partnership Division work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Prepare the Electric Economic Development and Partnership Division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer the approved budget.

Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the Department.

Electric Economic Development and Partnership Manager

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Manage the Electric Department's implementation of its overall customer engagement activities, including for residential customers, small and medium businesses, as well as commercial and industrial customers.

Serve as an interface as necessary to help introduce partnering solutions to businesses and other local and regional entities; identify and evaluate opportunities to implement new customer programs and service offerings.

Actively manage influential relationships with community stakeholders and other local entities; monitor and understand emerging trends in economic and community development, as well as with emerging technologies related to the electric utility industry.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for the performance of economic development activities and electric customer engagement; implement policies and procedures.

Oversee, monitor, evaluate and report on the effectiveness of customer programs, economic development activities, and other strategic initiatives implemented by the Electric Department.

Manage the development and implementation of marketing and engagement strategies for customer engagement, effective business partnerships, and advancing key strategic initiatives.

Monitor legislation related to customer programs and make recommendations for new and/or modified policies and programs in response to legislation.

Represent the division and department to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Research, prepare and present technical and administrative reports; prepare written correspondence. 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.

Principles and practices of leadership, motivation, team building and conflict resolution.

Principles and practices of development, entitlements and permitting.

Electric utility competitive business practices.

Principles and practices of strategic planning for electric utilities.

Principles and practices of supervision, training and performance evaluations.

Principles and practices of organizational analysis and management.

Principles and practices of budget monitoring.

Electric energy efficiency, electric renewable generation and customer electric programs.

Principles related to customer service, economic development, and business partnerships.

Advanced negotiation skills.

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

Electric industry standards and current technology and trends related to energy efficiency and electrification programs.

Ability to:

Organize, implement, and direct economic development efforts and related electric utility program activities and initiatives.

On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various rules and procedures; and explain and interpret policy.

On a continuous basis, sit at desk and in meetings 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.

Develop and maintain effective business relationships with the department's key/major customers.

Develop, recommend, and administer program budgets customer engagement programs.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Interpret and apply City and department policies, procedures, rules and regulations.

Supervise, train and evaluate personnel.

Communicate clearly and concisely, both orally and in writing.

Interpret and explain pertinent City and Electric Department policies and procedures.

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

Experience and Training

Experience:

Five years of increasingly responsible professional experience in electric utility customer service and/or customer program administration that included two years of work in the area of economic development, including two years of supervisory responsibility.

AND

Training:

A Bachelor's degree from an accredited college or university, preferably with major coursework in marketing, business administration, engineering or a related field.

License and Certificate:

Possession of a valid California driver's license.