

**CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION**

TITLE: ELECTRIC PROGRAM MANAGER (JOB CODE 424)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Electric	Varies	Exempt

CLASS SUMMARY

Under general direction, incumbents manage an operational or administrative program or service area in the Electric Utility (Silicon Valley Power). Responsibilities range to include administrative duties, planning, developing, implementing, evaluating, and managing the program or service area. Incumbents supervise staff assigned to a program or service area and serve as the subject matter expert in their assigned specialty. Performs related work as assigned.

As a member of the City's Unclassified Service, this is an "at-will" position and the incumbent serves at the discretion of the City Manager. An incumbent in this classification demonstrates strong ethical, professional, and service-oriented leadership and interpersonal skills; sets a good example; and correctly applies the tenets of the City's Code of Ethics and values.

DISTINGUISHING CHARACTERISTICS

The Electric Program Manager is a management classification, that has responsibility for overseeing a primary operational or administrative program within the Department. Incumbents typically are responsible for supervising subordinate supervisors and may manage external contracts assigned to the program or service area. Incumbents may have influence on administrative direction in assigned specialty. The Electric Program Manager is distinguished from Electric Division Manager in that the latter has responsibility for multiple operational or core service functions of a department. The Electric Program Manager is distinguished from subordinate supervisory staff in that the latter has responsibility to oversee a professional and administrative staff, generally are assigned to projects or programs with lesser responsibility in terms of costs, resources, and impact to organization, and assigned to less complex assignments.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Education and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Engineering, Economics, Public or Business Administration, Environmental Sciences, Finance or a closely-related field; AND
- Three (3) years experience leading, supervising, managing, and coordinating customer related programs, project management, building facilities management, or writing, developing or administering safety or environmental compliance standards; OR
- Generation/Substation/Transmission and Distribution/System Operations Specialties: Three (3) years of experience in a lead, supervisory, or senior role performing work, including but not limited to a Supervisor, Engineer, Manager, Lead Technician, or Foreperson,

ACCEPTABLE SUBSTITUTION

- For Generation/Substation/Transmission and Distribution/System Operations Specialties: additional years of experience in a role equivalent to, but not limited to a Control Room

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Operator, Electric Utility Technician, Engineer, Lineworker, or working in a lead, supervisory, or senior role performing work, including but not limited to a Supervisor, Manager, Lead Technician, or Foreperson may substitute for the degree requirement on a year for year basis up to four (4) years.

- For Generation/Substation/Transmission and Distribution/System Operations Specialties: Two (2) years of experience working in a role equivalent to, but not limited to a Control Room Operator, Electric Utility Technician, Engineer, or Lineworker may be substituted for one (1) year of experience as a lead, supervisor, or senior role up to six (6) years.
- Two (2) years of experience coordinating customer related programs, project management, building facilities management, or writing, developing or administering safety or environmental compliance standards may be substituted one (1) year of experience as a lead, supervisor, manager, and coordinator experience up to six (6) years.

LICENSES/CERTIFICATIONS

Possession of a valid Class C California driver's license is required at the time of appointment and for the duration of employment.

DESIRABLE QUALIFICATIONS

- An advanced degree in Engineering, Public or Business Administration, Environmental Sciences or related field is desirable.
- When assigned to Systems and Project Management, a: Project Management Professional (PMP) certification from Project Management Institute (PMI) or an equivalent certification from accredited program is desirable.
- When assigned to Generation/Substation/Transmission and Distribution/System Operations Specialties, experience working in a power plant, substation, transmission & distribution, or Electric System Control Center environment is desirable.
- When assigned to Safety Compliance, an in depth knowledge of OSHA and CalOSHA standards is desirable.
- When assigned to Environmental Compliance, an in-depth knowledge of Spill Prevention, Control and Countermeasures (SPCC), Air Permits, and Water Permits is desirable.

OTHER REQUIREMENTS

- Must be able to perform all of the essential functions of the job assignment.
- Incumbents may be subject to initial and periodic comprehensive background checks.
- May be required to work unusual hours and weekends in performance of their duties and be available on an "on call" basis.

TYPICAL DUTIES

This description may not include all the duties listed below, nor do the examples cover all duties that may be performed.

Under general direction, the incumbent will:

- Plan, develop, implement, evaluate, and manage an assigned program or core department service area; Supervise subordinate supervisory, professional, technical, and/or clerical

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staff; participate in the selection, hiring, training, and coaching of staff; conduct performance evaluations; and implement disciplinary actions as required;

- Research and analyze program operations to ensure effective utilization of resources and increase productivity of work, provide regular reporting measures, conduct presentations, and make recommendations to management;
- Plan and implement work plans and projects for assigned area;
- Oversee daily operations of assigned program area and safety ensuring that all applicable regulatory requirements are followed;
- Develop and monitor resource models and/or programs in alignment with State, Federal and local regulations and policies;
- Deliver and manage communications to internal and external customers;
- Administer program budget, including budget preparation, forecasting, and monitoring expenses and revenue;
- Plan, implement, and monitor program or service area goals and objectives in alignment with Department goals to ensure effective programming and operations;
- Monitor and report on assigned area activities, including managing resources, tracking short and long-term work activities and provide recommendations to management staff to improve efficiency in assigned area;
- Serve as the subject matter expert in assigned specialty and provides consultation to subordinates, vendors, and management on assigned area of expertise;
- Set the standard for safety and adhere to all applicable safety and environmental standards and regulations, including City safety standards and policies;
- May act as a representative of the Department in assigned program or service area;
- Implement programs which may include such functions as scheduling, coordinating, and assigning staff to projects;
- Oversee request for proposal processes, participate in the preparation of vendor contracts, negotiate contracts, and act as lead contract administrator for planned program objectives;
- Prepare a variety of narrative and periodic reports to keep management informed of program/project status;
- Implement program audit systems to ensure appropriate use of public funds;
- Develop qualitative and quantitative measures to evaluate program/project financial status, customer satisfaction, contractor performance, and public relations;
- Maintain current knowledge of external program trends and legislation to ensure necessary compliance;
- May represent the Department and participate in regional and state efforts to meet compliance, legislative and societal goals;
- Develop, implement and evaluate marketing and educational materials to present to internal and external customers;
- Use City computer applications (including but not limited to Microsoft Suite) and databases to track program status and funds and use;
- Prepare reports, memos, and supporting documentation;
- May act as Division Manager on a temporary basis, as assigned; and
- Perform other related duties as assigned.

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KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

- Local, State and Federal Laws related to environmental, safety, health, electrical system construction, maintenance, inspection, and NERC regulations pertaining Electric Utilities;
- Best practice utility maintenance and project planning strategies and methods;
- Cost-benefit and return on investment analysis for proposed programs
- Basic understanding of Electric Utility economics, methodologies and principles;
- Best practice utility compliance, maintenance and operations methods;
- Electric department contract methodologies;
- Project management tools and methodologies, including workload planning and budgeting;
- Project and workload planning;
- Preparation, negotiation, and administration of contracts and fiscal planning;
- Negotiation techniques and strategies;
- Principles and practices of customer service;
- Research methods and statistical analysis;
- Principles and practices of management, employee supervision, training, and performance evaluation;
- Pertinent State, Federal, and Local laws and regulations for assigned specialty area;
- Problem solving and conflict resolution practices and techniques; and
- Office safety practices, procedures and standards.

Ability to:

- Develop, implement, and monitor programs and projects;
- Effectively problem solve with various teams and management to improve and streamline processes;
- Supervise staff in compliance with applicable Memorandum of Understandings
- Analyze situations, identify problems, and exercise sound independent judgment within established guidelines;
- Identify, research and gather relevant information from a variety of sources;
- Collect and analyze data and prepare a variety of statistical and narrative reports;
- Operate standard office equipment and learn City databases and software programs;
- Develop and maintain electronic databases;
- Effectively develop, negotiate, and monitor contracts;
- Interpret and apply laws and regulations, policies and procedures;
- Communicate clearly and effectively both orally and in writing and carry out oral and written instructions;
- Prepare and present clear, concise and complex written and oral reports and presentations;
- Develop and conduct effective public relations programs on assigned specialty;
- Speak effectively before large groups of people;
- Establish and maintain tactful, courteous and effective working relationships with those contacted in the course of work including the general public;

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- Work independently with minimal supervision;
- Work effectively as a member of the department to achieve common goals and be able to deliver excellent customer service to both internal and external City clients;
- Work effectively in time-sensitive situations and meet deadlines;
- Coordinate multiple projects and complex tasks simultaneously;
- Develop creative and practical solutions to complex and difficult problems; and
- Bend, stoop, reach, carry, climb, and lift as necessary to perform assigned duties.

SUPERVISION RECEIVED

Works under the general supervision of the Director of Electric Utility, Assistant Director of Electric Utility, Electric Division Manager, or other manager as assigned.

SUPERVISION EXERCISED

Provides supervision for professional, technical, and other support staff as assigned.

CONFLICT OF INTEREST

Incumbents in this position are required to file a Conflict of Interest statement upon assuming office, annually, and upon leaving office, in accordance with City Manager's Directive 100.

CLASSIFICATION HISTORY

Established 10/2010; Rev. 01/2018; Rev. 03/2023