

RESOLUTION NO. 2005-08

A RESOLUTION OF THE LODI CITY COUNCIL
APPROVING THE JOB SPECIFICATION AND
SALARY RANGE FOR MANAGER, CUSTOMER
SERVICE & PROGRAMS

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NOW, THEREFORE, BE IT RESOLVED that the Lodi City Council does hereby approve the job specification for the Manager, Customer Service & Programs, as shown on Exhibit A attached hereto; and

BE IT FURTHER RESOLVED that the City Council hereby approves the salary range as follows:

Manager, Customer Service & Programs

A	B	STEP C	D	E
\$ 6,034.91	\$ 6,336.65	\$ 6,653.49	\$ 6,986.16	\$ 7,335.47

Dated: January 5, 2005

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I hereby certify that Resolution No. 2005-08 was passed and adopted by the City Council of the City of Lodi in a regular meeting held January 5, 2005, by the following vote:

AYES: COUNCIL MEMBERS – Hansen, Hitchcock, Johnson, Mounce,
and Mayor Beckman

NOES: COUNCIL MEMBERS – None

ABSENT: COUNCIL MEMBERS – None

ABSTAIN: COUNCIL MEMBERS – None



SUSAN J. BLACKSTON
City Clerk

MANAGER, CUSTOMER SERVICE & PROGRAMS

DEFINITION:

Under direction plans and supervises the development and implementation of the public benefit program, account management, customer energy efficiency and quality programs and services. Coordinates and participates in activities that provide individualized, responsive, high quality, customized service to all customers. Responsible for the administration of contracts and agreements; performs related work as required.

DISTINGUISHING CHARACTERISTICS:

This is a journey level position responsible for public benefit programs planning and implementation and management of major customer accounts. Includes a high level of independent program responsibility and accountability. The employee must be fully aware of the operating procedures and policies of the department.

SUPERVISION RECEIVED AND EXERCISED:

Receives general direction from the Manager of Electric Services. May supervise staff as assigned.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to the following:

- Supervises and participates in the identification, development and implementation of public benefit programs;
- Maintains and monitors contract and program budgets and participates in the preparation of the division budget;
- Oversees request for proposal processes, participates in the preparation of vendor contracts, negotiates contracts and acts as lead contract administrator for planned program objectives;
- Prepares a variety of narrative and periodic reports to keep management informed of program/project status;
- Develops qualitative and quantitative measures to evaluate program/project financial status, customer satisfaction, contractor performance and public relations, and recommends modifications to increase effectiveness;
- Conducts research and performs analyses to make recommendations to management related program design;

EXAMPLES OF DUTIES (Cont'd):

- Implements programs which may include such functions as scheduling, coordinating, and assigning staff to projects;
- Maintains current knowledge of external electric utility public benefit program trends and legislation to ensure necessary compliance;
- Participate in site visits to potential and current business customers to provide electrical service options and provide reports to these clients defining applicable electrical connection costs, rate analysis, economic incentives and energy efficiency incentives;
- Coordinate and participate in special evening and weekend activities, such as training classes, public events and customer promotional events;
- Prepare and present information to the City Council;
- Coordinates and participates in energy audit programs for residential, commercial, industrial and public customers;
- Develops and coordinates conservation and service information for distribution to the public, such as newsletters, news releases and brochures;
- Develops and monitors power contracts with suppliers and customers;
- Identifies customer concerns; works with the Community Development Department to retain existing customers and to attract new businesses; assesses impact of electric rate schedules, contracts and services on economic development;
- Maintains City representation at various organizations as necessary to follow electric utility business planning marketing activities and participates on external agencies task forces and working groups;
- Plans, organizes, assigns, trains, reviews and evaluates the work of subordinate staff;
- Performs other related work as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Renewable building materials and energy resources and community based programs and services;
- Contract preparation and administration;
- Mathematics and statistics required for electric utility engineering, finance, cost and rate calculations;
- Principles and techniques of personal computer operation and software applications;
- Peripheral equipment operation and computer interface;
- Principles and practices of effective customer relations;
- Principles and practices of employee supervision and training;
- Recent developments, current literature and sources of information regarding electric utility industry;
- Principles and practices of budget preparation and administration;
- Demand side management and energy efficiency products, materials and design applications;

- Pertinent federal, state, and local laws, codes and regulations.

Ability to:

- Communicate effectively both orally and in writing;
- Prepare and present oral and written reports;
- Prepare, present and administer budgets;
- Work independently within general guidelines;
- Prepare and give presentations to the general public, City Council, management and department personnel;
- Interpret and apply federal, state and local laws, policies and procedures and regulations;
- Establish and maintain cooperative working relationships with those contacted during the course of work;
- Effectively develop, negotiate and monitor contracts;
- Operate a variety of standard and specialized office equipment including a personal computer and peripheral equipment;
- Identify problems/issues, collect and analyze data, develop alternatives and select the most appropriate solution.

EDUCATION AND EXPERIENCE:

Any combination equivalent to education and experience that would likely provide the required knowledge and abilities would be qualifying. A typical combination is:

Education:

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in engineering, business or public administration, communications, marketing or a related field.

Experience:

Five years experience in energy efficiency programs for residential and commercial applications or closely related field, of which three years of have been in a supervisory or administrative capacity.

LICENSES AND CERTIFICATES:

- Possession of the appropriate valid Driver's License from the California Department of Motor Vehicles.

FLSA Status: Exempt