

Salary Schedule	MOU	Benefits
---------------------------------	---------------------	--------------------------

City of Alameda
Code No. 7059
Approved by CSB
7/1/09

ASSISTANT GENERAL MANAGER-CUSTOMER RESOURCES

DEFINITION

Under general direction, provide leadership and management to plan, coordinate and direct all customer resource activities of Alameda Municipal Power including customer programs, satisfaction and service, community outreach, communication of information, and business processes; 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 customer services and account collection, community outreach and information and business processes; insures compliance with applicable federal, state and local laws, regulations and court rulings related to work activities.
3. Directs the work of consultants; administers services or other agreements for services and/or supplies.
4. Assists in division budget preparation.
5. Reviews and evaluates technological advances and develops strategy for implementing changes benefiting the organization.
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, schedules and monitors methods to accomplish division goals; ensures work is completed in a timely and efficient manner.
9. Develops and evaluates operational customer service related activities to incorporate best business practices; recommends improvements and modifications.
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.
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.
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 an accredited four-year college or university with major course work in management, public administration, business administration or a related field. A masters' degree is desirable.

Experience:

Five years of progressively responsible professional experience in general administration or customer services, at least two of which shall have been in a supervisory capacity. Experience in a utility business operation is highly desirable.

Knowledge

Knowledge of electric utility operating procedures and practices; principles and methods of public administration; effective methods, principles and practices of supervision and employee evaluation; 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; project planning and administration; residential, commercial, and industrial business needs; business mathematics; correct English grammar including spelling, and punctuation; 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 and practices of budgeting financial record keeping and reporting; 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 and re-engineering.

Abilities

Ability to effectively plan, coordinate and manage customer resources activities and operations; plan, administer and evaluate work programs and schedules; interpret and apply complex governmental regulations; conduct analytical studies and formulate recommendations; draft and review procedures and agreements; communicate effectively both orally and in writing; 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 applicable federal, state and local laws and regulations; 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 duties as required.

Other Requirements

Selected positions may require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.

r:

CL: Human Resources Department

G:\Personnel\SPECS\Assistant General Manager-Customer Resources.doc

4/23/2013