

**CITY OF PASADENA**

Department of Human Resources
100 N. Garfield Ave., Rm S135, P. O. Box 7115
Pasadena, CA 91109-7215
(626) 744-4366

<http://www.cityofpasadena.net/humanresources>

**INVITES APPLICATIONS FOR THE POSITION OF:
Customer Program Manager**

An Equal Opportunity Employer

SALARY

\$48.35 - \$60.44 Hourly \$8,380.30 - \$10,475.40 Monthly \$100,563.63 - \$125,704.80
Annually

OPENING DATE: 05/16/19

CLOSING DATE: 06/06/19

THE POSITION

The Customer Relations Division of Pasadena Water & Power Department is seeking a highly engaged and experienced manager to direct, plan, and organize a variety of customer programs to meet the department's strategic, business and regulatory goals. The types of customer programs this position is responsible for may include: energy efficiency; distributed resources and storage; electrification; research, development, and demonstration projects; and assistance for low-income customers (collectively called Public Benefit Change or "PBC" programs). This position is responsible for identifying gaps in service delivery and for developing and implementing programmatic and systematic solutions.

IDEAL CANDIDATE

The ideal candidate will be an experienced, strong manager that possesses a high degree of technical competency and knowledge of utility industry trends, best practices and regulatory requirements related to electric utility efficiency, electrification, and the full range of PBC. A major function of this position is increasing public awareness of the Utility's customer programs, therefore, the ideal candidate will demonstrate a highly developed customer service focus and has experience in working with community and special interest groups.

To learn more about our Water & Power Department, please click here: [Water & Power](#)

MUST APPLY ONLINE**ESSENTIAL FUNCTIONS**

The major responsibilities of this position are listed below. For more detailed information, please review the [Job Description](#).

- Contributes to the development of and monitors performance against the annual department budget.
- Participates in formulating and implementing goals and objectives to achieve strategic objectives for a wide variety of customer programs, such as energy audits, installation of electrification or efficiency measures and onsite water capture and reuse programs.

- Leads and directs staff and outside consulting resources in the development and application of new methods and processes to achieve higher efficiency, productivity and customer service in work processes.
- Researches and evaluates the needs and interests of various customer groups and performs program level cost-benefit analysis assessments.
- Monitors legislation and regulations applicable to assigned customer program activities; evaluates impacts on City programs and operations; develops recommended responses and proposals.
- Represents the City at community events and workshops and in regulatory agency, interagency, industry and professional meetings.
- Prepares and contributes to a wide variety of compliance and other reports to internal and external agencies.

QUALIFICATION GUIDELINES

COMPETENCIES

- Strong **customer focus** when formulating new program recommendations and when communicating the City's positioning to community groups regarding the programs objectives and features.
- Ability to **handle conflict** in strained situations with staff and/or customers or stakeholders.
- **Allocates resources** to maximize organizational effectiveness when researching, developing or implementing new conservation or energy efficiency programs.
- Strong ability to **manage the performance** of their assigned team to ensure effective performance.
- The ability to **make a decision** on the optimal course of action when presented with new legislation or regulatory requirements that applies to the City's utility.
- Possesses **industry monitoring** skills that allow for a strong understanding of the external political, economic, competitive, and social factors affecting the utility industry.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major coursework in earth or plant sciences, economics, business administration, engineering or another relevant field
AND

A minimum of six years of progressively responsible experience in green building, water or energy conservation programs, electrification and/or in informing and educating the public on public policy issues

OR

An equivalent combination of training and experience.

Experience in a public agency is preferred.

The following certifications are highly desirable:

Energy Conservation: Certified Energy Analyst or Manager; LEED Accredited Professional

SELECTION PROCESS

The selection process may consist of a training and experience evaluation, written test, interview panel, department-level interviews and possibly a Work Preference Questionnaire.

Probationary work period is 12 months.

There is currently one (1) vacancy in the Customer Relations Division of the Water & Power Department. The resulting eligibility list from this recruitment may be used to fill similar vacancies in the future.

SPECIAL REQUIREMENTS

Must possess a valid California Class C driver's license and comply with the City's Motor Vehicle Safety Policy during the course of employment.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:
<http://www.cityofpasadena.net/humanresources>

EXAM #19-169
JA

Customer Program Manager Supplemental Questionnaire

- * 1. Have you graduated from an accredited four-year college or university with major coursework in public relations, communications, business administration or a related field, AND at least two years of progressively responsible experience in development and coordination of public information, community affairs, marketing and communications programs and activities?
☐ Yes ☐ No
- * 2. What is the largest budget you have been responsible for preparing and managing?
- * 3. How many years of supervisory experience do you have, and how many employees do you (or have you) supervise?
- * 4. Have you designed, administered, or managed Energy Efficiency ("EE") programs for residential and commercial customers? If so, please briefly describe your experience
- * 5. Have you designed, administered, or managed electrification programs for a utility? If so, please briefly describe your involvement.
- * 6. Do you have experience with Public Benefits Charge ("PBC") funded programs? If so, please briefly describe your involvement.
- * 7. Please list any regulatory reports or filings you have prepared, or regulatory proceedings you have participated in.
- * 8. Please indicate whether you have public speaking and presentation experience for:
 - ☐ Elected/Appointed officials or boards
 - ☐ Industry or special interest groups
 - ☐ Community groups or general public
- * Required Question

Important Information

EQUAL EMPLOYMENT OPPORTUNITY: The policy of the City shall be to provide equal opportunity to all persons and to prevent unlawful denial of opportunity to any individual because of race, gender, religious creed, sexual orientation, color, marital status, national origin, parental status, ancestry, disability (including AIDS), medical condition (cancer), or age.

APPLICATIONS: A completed official City application and any required supplemental material must be submitted and date stamped by the Human Resources Department by the deadline stated on the job announcement. A separate and complete application must be filed for each position.

EXAMINATION PROCESS: If three or less qualified applications are received, any further examination process may be waived, and the applicants may be referred to the appointing authority for appointment consideration.

SALARIES: All stated salaries are based on present information, subject to change. Appointments are generally made at the minimum salary. All salaries are subject to statutory payroll deductions. Federal law requires that all new employees contribute 1.45% of their monthly salary to the MEDICARE system.

DIRECT DEPOSIT: All City employees will be required to sign up for electronic deposit for their payroll check and will only have access to their payroll information electronically.

PHYSICAL REQUIREMENTS AND SPECIAL CONDITIONS: Applicants must be free from conditions which would preclude satisfactory performance of the essential functions of the job for which applied. Subsequent to a job offer, the City of Pasadena requires a pre-employment physical and drug test consistent with current State and Federal law. Candidates will be examined by a City physician, at City expense, before appointment is approved. Candidates are cautioned not to resign or give notice to present employers until they qualify on the medical examination. The City of Pasadena conforms with State and Federal obligations to make reasonable accommodation for applicants and workers with disabilities. The Human Resources Department asks that it be advised of special needs prior to the filing deadline.

Pasadena residency is a factor in making an employment offer, provided all other qualifications are equal amongst other candidates.

Many positions involve frequent travel to various sites and locations to fulfill job responsibilities and may require a valid California Drivers License or other alternative transportation arrangements made by the incumbent. Verification of a valid license is required via a DMV printout prior to appointment, and a safe driving record.

AGENCY SHOP REQUIREMENTS

Some job classifications are in collective bargaining units, the employees of which are required to join a union or pay an equivalent service fee as a condition of employment. Positions in the PACTE/LIUNA, Local 777, bargaining unit are required to enroll in and contribute to the LIUNA pension fund. Contact PACTE/LIUNA, Local 777, for more information.

SLIDING CLASSIFICATIONS AND UNDERFILLING POSITIONS: Some classifications are designated as sliding classifications wherein an incumbent may be reclassified to the next budgeted higher level within the job series when qualified and upon demonstrated ability to perform the higher level job duties. Some positions may be filled at a lower classification level than what is budgeted, and the incumbent may be reclassified up to the budgeted classification when qualified and upon demonstrated ability to perform the higher level job duties.

BENEFITS for most Regular Full Time Employees (Benefits vary for part-time and temporary employees):

Ten days annual vacation for first 5 years of employment; 12 paid holidays per year; paid sick leave, medical and dental plans, and basic and supplemental life insurance; membership in the California Public Employees' Retirement System, credit union, deferred compensation program.

VETERAN'S PREFERENCE POINTS: For Open Recruitments, three additional points will be added to the passing score of Veterans who are honorably discharged with one year of active military duty. The DD214 form or other proof must be submitted at time of application.

PRIDESHARE II PROGRAM: All City employees are required to register in the City employee rideshare program. Solo drivers pay a monthly Clean Air/Parking Fee of \$35.

CIVIL DEFENSE: In accordance with State law, all City of Pasadena employees are disaster service workers and may be required to report for duty, or remain on duty, in the event of a disaster.

NOTE: The provisions of this job announcement do not constitute an expressed or implied contract. Any provision contained in this job announcement may be modified or revoked without notice.

JOB LINE: The City operates a 24-hour Job Line number, (626) 744-4600, which lists current job opportunities.

HUMAN RESOURCES WEBSITE: www.cityofpasadena.net/humanresources

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HUMAN RESOURCES TELEPHONE: (626) 744-4366