



**CITY OF SANTA CLARA**  
invites applications for the position of:  
**Electric Program Manager**

**SALARY:** \$81.56 - \$105.55 Hourly  
\$14,137.81 - \$18,294.82 Monthly  
\$169,653.72 - \$219,537.84 Annually

**OPENING DATE:** 04/12/22

**CLOSING DATE:** Continuous

**EXAM WEIGHT:** 100% Oral

**TENTATIVE EXAM INFORMATION:**

**DESCRIPTION:**

The City of Santa Clara Silicon Valley Power (SVP) Electric Utility is hiring three Electric Program Managers in the following areas:

- Capital Projects – Customer Development & Program Management
- Contracts Portfolio - Business Services
- Distributed Energy Resources and Storage – Resource Planning & Customer Engagement

**Capital Project Management Concentration** – The focus and priority of this position will be to perform complex professional project management work to support the successful completion of the over \$200 million in near-term capital improvement program to support electric utility load growth. The position is assigned to the customer development and project management unit which manages, plans, and oversees the development and implementation of the capital improvement program. Performs and manages the work related to planning, design, construction, operations, and maintenance of utility projects, including electric transmission and distribution facilities and other electrical infrastructure. The incumbent is expected to manage consultants and directly administer public works contracts. The position will be expected to serve as the City subject matter expert on e-Builder, the Citywide capital project management software, and advisor to Department of Public Works and Water & Sewer Utilities. Experience in engineering, utility asset management, GIS and work order management system is desirable.

- Distinguishing Characteristics/Experience:
  - Direct knowledge in managing, planning, and overseeing the development and implementation of Capital Improvement Program (CIP).
  - Ability to providing extensive, in-depth, and specialized administrative, budgetary, financial, and compliance research, analysis, and support
  - Experience in management, engineering, financial, high-level administrative planning and analysis, and/or project management experience
  - graduation from an accredited four-year college or university with major in electrical, civil or mechanical engineering, business or public administration, or a related field.

**Contracts Portfolio**– The focus and priority of this position will be to perform complex professional work to support the development and management of SVP's contracts portfolio.

SVP's operation requires hundreds of unique contracts including specialized services agreements, leases, agreements with customers for substation construction, funding and deposits, public works contracts, license agreements, power purchase and resource adequacy agreements,

as well as other unique agreements. The position is assigned to the Business Services Division. The incumbent will both lead staff supporting contracts functions and have direct involvement in negotiating and reviewing contracts. Experience in utility contracts is desirable.

- Distinguishing Characteristics/Experience:
  - Direct knowledge and experience in contracts review, negotiating, and management.
  - Ability to providing extensive, in-depth, and specialized administrative, budgetary, financial, and compliance research, analysis, and support
  - Experience in managing and assigning work to administrative and clerical staff.
  - Graduation from an accredited four-year college or university with major in business or public administration, or a related field.

### **Distributed Energy Resources and Storage**

Distributed Energy Resources and Storage concentration – The incumbent performs administrative, promotional and coordination duties entailing distributed and renewable generation, energy storage, energy load shaping, research and development of new energy technologies and building infrastructure de-carbonization consistent with statutes and regulations. Develops, implements, and monitors potential programs in conjunction with other divisions and consistent with existing statutes and regulations.

- Distinguishing Characteristics/Experience with:
  - Distributed and renewable generation methods
  - Energy storage technology
  - Energy load shaping and utility economic impacts
  - State and Federal laws related to renewable generation and storage technology
  - Use of project management tools and methodologies

This is a management position in the unclassified service responsible for managing the multimillion dollar customer-focused programs or project management in the following areas:

- Public Benefit concentration: The incumbent performs administrative and promotional duties entailing the development and supervision of special state mandated community-wide program activities.
- Fiber Optics and Networks concentration: The incumbent performs administrative duties entailing the areas of fiber optics, dark fiber leasing, and communication delivery to internal and external customers.
- Maintenance and Project Planning concentration: The incumbent performs maintenance project planning for utility assets and/or provides intra-City program support for departments, such as Public Works- Traffic Engineering or Water and Sewer Utilities.
- Systems and Project Management concentration: The incumbent is responsible for the concurrent management of one or more complex projects as part of the utility's technology program.
- Generation concentration: The incumbent is responsible for the power plant processes and equipment, including operations and maintenance practices and procedures

This class requires a demonstrated ability to work well with management, professional and administrative support employees in the Electric Department and with customers, professionals, managers, and all City Departments.

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.

### **TYPICAL DUTIES:**

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

Under general direction:-

- Manage and participate in the identification, development, and implementation of programs to benefit retail customers and the City;
  - o Public Benefit concentration: focusing in the areas of energy efficiency, renewable energy, low income services, and research and development of new energy technologies. Develops, implements, and monitors renewable resources, research and development of potential programs, and low-income programs consistent with existing statutes and regulations.
  - o Fiber Optics and Networks concentration: focusing in the areas of fiber optics, dark fiber leasing, and communication delivery to internal and external customers.
  - o Maintenance and Project Planning concentration: focusing on asset management, forecasting, planning and tracking short term and long term maintenance and construction activities, reporting on activities and budgeting time and materials for maintenance and construction activities.
  - o Systems and Project Management concentration: focusing on delivering information, communication, network, and technology systems to internal customers and supporting external customer service, by establishing time lines, requirement documents and managing resource allocation.

Generation concentration: Under general direction-

- Oversee the daily operations of the power plant as well as monitor for efficiency and safety ensuring that all applicable regulatory requirements are followed
- Set the standard for safety & integrity by adhering to all applicable safety standards, environmental standards & treatment of employees
- Effectively and efficiently supervise the development and direction of the Operations team to drive value and productivity to benefit retail customers and the City
- Issues operating instructions for economic dispatch, ensure optimum water balance is maintained and supervise the plant chemistry program
- Responsible for O&M and major maintenance spending as well as the plants' efforts to achieve reliability & performance metrics
- Ensure that all department staff under your direction are compliant with all local, State and Federal safety regulations, including but not limited to OSHA and CALOSHA, in addition to conformance with all City safety policies & procedures
- Ensure compliance with all applicable local, State, and Federal Environmental regulations, included but not limited to BAAQMD, local CUPA, EPA and CalEPA in addition to conformance with all City environmental policies and procedures
- Contribute towards the maintenance aspects of the O&M budget, with Profit & Loss accountability
- Provide technical leadership in energy solutions and makes suggestions for the energy consumption of the plant
- Monitor departmental performance against goals to ensure that progress is being made and that corrective action is taken if necessary
- Analyze and report on the daily, monthly and annual operations of the power plant
- Prepare forecasts of short and long term needs (on labor, performance and spare parts)

For all concentrations:

- Conduct research and perform analyses to make recommendations to management related to program design
- Implement programs which may include such functions as scheduling, coordinating, and assigning staff to projects
- May select, manage, train, and evaluate staff assigned to programs and projects.
- Prepare forecasts of short and long term needs
- 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
- Make recommendations for program/project modification to increase effectiveness
- Develop and maintain electronic databases for tracking program status and funds
- Maintain and monitor contract and program budgets and participate in the preparation of the division budget
- Maintain current knowledge of external program trends and legislation to ensure necessary

compliance

- May participate in regional and state efforts to meet legislative and societal goals;
- Develop, implement and evaluate marketing and educational materials;
- Use computer applications, including electronic spreadsheets and word processing software;
- Prepare reports, memos, and supporting documentation; and
- Perform other related duties as assigned.

## 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 in managing and coordinating City or customer related programs, project management, or building facilities management or
- Generation concentration- Five (5) years experience as a Shift Supervisor, Operations Manager, or O&M Manager in a power plan environment

### DESIRABLE QUALIFICATION

An advanced degree in Engineering, Public or Business Administration, Environmental Sciences or related field is desirable

### LICENSE

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

### CERTIFICATION

Systems and Project Management concentration: Project Management Professional (PMP) certification from Project Management Institute (PMI) or an equivalent certification from accredited program is desirable.

### OTHER REQUIREMENTS

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

### 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 Directive 100.

***Meeting the minimum qualifications does not guarantee admittance into the examination process. Only the most qualified candidates who demonstrate the best combination of qualifications in relation to the requirements and duties of the position will be invited to test.***

***Federal law requires all employees to provide verification of their eligibility to work in this country. Please be informed that the City of Santa Clara will not sponsor, represent, or sign documents related to visa applications/transfers for H1B or any other type of visa which requires an employer application.***

## KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Specifically by concentration area:

## Generation concentration:

- Local, State and Federal Laws related to environmental, safety, health and NERC regulations pertaining to Generation facilities
- Maintenance and project planning strategies
- Best practice utility maintenance methods
- Electric department contract methodologies
- Cost-benefit and return on investment analysis for proposed programs

## Public Benefit concentration

- Energy efficiency methods and principles
- Residential, commercial, and industrial energy audits and equipment
- Renewable resources and low income programs
- Utility economics

## Fiber Optic concentration

- Fiber optic construction methods and principles
- Fiber optic contract methodologies
- Business-to-business marketing
- State and Federal laws related to communication services
- Product development and new business development techniques

## Maintenance and Project Planning concentration

- Best practice utility maintenance methods
- Electric department contract methodologies
- Asset management fundamentals
- State and Federal laws related to construction, maintenance and inspections

## Systems and Project Management concentration:

- Use of project management tools and methodologies
- Perform cost-benefit and return on investment analysis for proposed programs
- Defining information system application requirements now and in the future

- Program management
- 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
- Problem solving and conflict resolution practices and techniques
- Computer applications such as Microsoft Word, Access, Excel, and PowerPoint; and
- Office safety practices, procedures and standards.

Ability to:

- Develop, implement, and monitor programs
- Conduct effective problem solving
- Evaluate 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
- Use personal computers and applicable software
- 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 by using correct English grammar, spelling, and punctuation
- Understand, follow, provide, and carry out oral and written instructions

- Prepare and present clear, concise and complex written and oral reports
- Develop and conduct effective public relations programs on energy conservation
- 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
- 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.

**Additional Information:**

You must answer all job-specific questions in order to be considered for this vacancy or your application will be deemed incomplete and withheld from further consideration. Applications must be filled out completely (i.e. do not write "see resume or personnel file.") To receive consideration for the screening process, candidates must submit a **1) Cover Letter and, 2) Resume.**

**Incomplete applications will not be accepted. Application packets may be submitted online through the "Apply Now" feature on the job announcement at [www.santaclaraca.gov](http://www.santaclaraca.gov).**

The City of Santa Clara is an equal opportunity employer. Applicants for all job openings will be considered without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, veteran status or any other consideration made unlawful under any federal, state or local laws. The City of Santa Clara is committed to offering reasonable accommodations to job applicants with disabilities. If you need assistance or an accommodation due to a disability, please contact us at (408) 615-2080 or [HumanResources@santaclaraca.gov](mailto:HumanResources@santaclaraca.gov).

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APPLICATIONS MAY BE FILED ONLINE AT:

<http://www.santaclaraca.gov>

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Santa Clara, CA 95050  
408-615-2080  
Fax: 408-985-0667

[humanresources@santaclaraca.gov](mailto:humanresources@santaclaraca.gov)

Position #424  
ELECTRIC PROGRAM MANAGER  
IP

Equal Opportunity Employer

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## Electric Program Manager Supplemental Questionnaire

- \* 1. Which vacancy are you applying for?
- \* 2. This question is for the Capital Projects opening (please reply N/A if not considering the Capital Projects opening): SVP has significant upcoming electric utility capital improvement projects, please describe the most complex capital improvement, or maintenance project you have managed including your role/level of responsibility, duties performed, and the outcome?
- \* 3. This question is for the Capital Projects opening (please reply N/A if not considering the Capital Projects opening): SVP enters into professional service agreement and other service contracts with consultants and other service providers. What types of contracts have you negotiated and managed? Describe a complex contract situation that you negotiated or resolved including the reviewing costs estimates and project budgets.

- \* 4. This question is for the Capital Projects opening (please reply N/A if not considering the Capital Projects opening): How do you manage multiple high priorities that may change? How would you track outstanding activities including activities to be performed by you or those waiting for action from consultants and internal SVP project engineers?
- \* 5. This question is for the Contracts Portfolio opening (please reply N/A if not considering the Capital Projects opening): Following a strategic plan update in 2018, Silicon Valley Power is continuing to undergo change including the need to update and construct significant electric infrastructure while improving preventative maintenance using project and contract management best practices. How would you support these change management activities?
- \* 6. This question is for the Contracts Portfolio opening (please reply N/A if not considering the Capital Projects opening): SVP enters into a wide variety of contracts such as public works contracts, lease agreements, power purchase agreements. What types of contracts have you negotiated and managed? Describe a complex contract situation that you negotiated or resolved.
- \* 7. This question is for the Contracts Portfolio opening (please reply N/A if not considering the Capital Projects opening): How do you manage multiple high priorities that may change? How would you track outstanding activities including activities to be performed by you or those waiting for action from others?
- \* 8. This question is for the Distributed Energy Resources and Storage opening (please reply N/A if not considering the Capital Projects opening): What are some strategic activities that an electric utility could undertake to manage potential power shortfalls during the early evening peak load on the grid?
- \* 9. This question is for the Distributed Energy Resources and Storage opening (please reply N/A if not considering the Capital Projects opening): What experience do you have with a BESS? What type of energy storage chemistry or technology have you worked with in the past?
- \* 10. This question is for the Distributed Energy Resources and Storage opening (please reply N/A if not considering the Capital Projects opening): How do you manage multiple high priorities that may change? How would you track outstanding activities including activities to be performed by you or those waiting for action from consultants and internal SVP project engineers?

\* Required Question