

**CITY OF ANAHEIM
CLASS SPECIFICATION**

TITLE CODE: N28

CLASSIFICATION: **Business & Community Programs Manager**

DEPARTMENT: **Public Utilities**

CLASS DEFINITION: To direct, manage, supervise, and coordinate the activities and operations of the Business & Community Programs Division within the Public Utilities Department including product development and public benefits (Advantage Services); to coordinate assigned activities with other divisions, departments, and outside agencies; and to provide highly responsible and complex administrative support to the Utilities Assistant General Manager – Joint Services.

SUPERVISION RECEIVED AND EXERCISED:

Receives administrative direction from the Utilities Assistant General Manager – Joint Services.

Exercises direct supervision over professional and technical staff.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS:

The following functions are typical for this classification. Incumbents may not perform all of the listed functions and/or may be required to perform additional or different functions from those set forth below to address business needs and changing business practices.

Assume management responsibility for assigned services and activities of the Business & Community Programs Division including product development and public benefits (Advantage Services).

Manage and participate in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommend and administer policies and procedures.

Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within departmental policy, appropriate service and staffing levels.

Plan, direct, coordinate, and review the work plan for product development and Advantage Services staff; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.

Select, train, motivate, and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

Oversee and participate in the development and administration of the division's annual budget; participate in the forecast of funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement adjustments.

Establish schedules and methods for providing commercial/industrial and residential electric and water load management, audit and conservation services.

Supervise and participate in the development and implementation of new retail products and services for the Public Utilities Department.

Supervise and participate in market research regarding products and services for the residential and business customer; develop and/or acquisition products and services that maximize revenues to the City.

Provide strategic direction and identify opportunities to promote innovative new technologies and services.

Manage and assist in the area of business development through active programs and services that retain

businesses and attract new business to Anaheim; manage and direct programs that assist businesses.

Participate in the preparation of commercial/industrial load management and electric and water conservation goals; develop programs to reduce on-peak electric and water system demand and conservation of electricity and water; assist customers in the implementation of load management and conservation programs.

Manage processes and programs to provide electric and water audit services for all commercial, industrial and residential customers requesting audits and incentives; negotiate and administer contracts for energy audit services to ensure contractor compliance.

Serve as the liaison for the Business & Community Programs Division with other divisions, departments, and outside agencies; negotiate and resolve sensitive and controversial issues.

Serve as staff on a variety of boards, commissions, and committees; prepare and present staff reports and other necessary correspondence.

Provide responsible staff assistance to the Utilities Assistant General Manager – Joint Services; conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to programs, policies, and procedures as appropriate.

Attend and participate in professional group meetings; maintain awareness of new trends and developments in the field of public utilities program and product development; incorporate new developments as appropriate.

Respond to and resolve difficult and sensitive citizen inquiries and complaints.

Perform related duties as required.

JOB RELATED QUALIFICATIONS:

Experience and Education: Six years of increasingly responsible electric and water conservation and business development program experience including two years of administrative and supervisory responsibility supplemented by a Bachelor's degree from an accredited college or university with major course work in business, business administration, public administration, marketing, or a related field. An equivalent combination of experience and education sufficient to perform the essential job functions and provide the required knowledge and abilities is qualifying.

Knowledge of: Operational characteristics, services, and activities of electric and water conservation and business development programs; principles and practices of organizational management as applied to the analysis and evaluation of programs; principles of electric and water rate setting processes; modern and complex principles of commercial/industrial and residential audit practices; principles of electric utility planning, forecasting and operating economics; public benefit programs and services; energy and water efficiency/conservation programs and services; principles and practices of program development and administration; principles and practices of municipal budget preparation and administration; principles of supervision, training, and performance evaluation; pertinent federal, state, and local laws, codes, and regulations.

Ability to: Oversee and participate in the management of comprehensive electric and water conservation and business development programs; oversee, direct, and coordinate the work of lower level staff; select, supervise, train, and evaluate staff; participate in the development and administration of division goals, objectives, and procedures; prepare and administer large program budgets; prepare clear and concise administrative and financial reports; plan and implement complex projects with customers and contractors; negotiate, prepare and

administer contracts; analyze and interpret technical data; conduct studies and evaluate models; read, interpret and apply complex technical publications, manuals, and other documents; research, develop, and/or acquire products and services that will maximize benefit to the City and to customers; coordinate creative and innovative business outreach techniques; analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals; research, analyze, and evaluate new service delivery methods and techniques; interpret and apply federal, state, and local policies, laws, and regulations; communicate clearly and concisely, both orally and in writing; and establish and maintain effective working relationships with those contacted in the course of work.

License/Certification Required: Possession of an appropriate, valid driver's license.

WORKING CONDITIONS:

Environmental Conditions: Work is performed primarily in a standard office setting with some travel to different sites; incumbents may be required to work extended hours including evenings and weekends.

Physical Conditions: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

OTHER:

FLSA Designation: Executive Exempt

Unit Designation: Administrative Management

Note: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

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Former Job Classes: Public Benefits Programs Manager, Energy Services Manager,
Public Utilities Efficiency Program Manager

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Revised 3/2008 – C. Stewart

Revised 11/2009 – Johnson & Associates