

THE CITY OF LOS ANGELES



CIVIL SERVICE COMMISSION

**CLASS SPECIFICATION**

6/12/08

**SENIOR UTILITY SERVICES SPECIALIST, 3753**

**Summary of Duties:** A Senior Utility Services Specialist supervises a group of employees, which may be comprised of professional, technical, and/or clerical staff, or any combination of the above. In so doing, a Senior Utility Services Specialist assigns, reviews, and evaluates the work of employees engaged in one or more of the following:

Promoting, through extensive customer contacts or other program support and development activities, the efficient use and conservation of electrical energy and water among the various Department of Water and Power (DWP) customer groups; performing professional customer service and account management work; performing difficult and complex needs analyses, performing complex data and fiscal analyses; developing and implementing marketing strategies and programs; performing complex load, rate, segmentation and other analyses; and managing and facilitating communications with customers; managing consumer issues related to water quality and safety; researching, assembling, analyzing, and interpreting customer data and preparing correspondence, presentations, and reports to executive management inside and outside of the DWP on key customer issues and energy-related State and Federal legislation; and doing related work.

**Distinguishing Features:** The primary responsibility of employees in the class of Senior Utility Services Specialist is to direct and supervise a unit of Utility Services Specialists and other employees in promoting the efficient use and conservation of electrical energy and water among customers of the Department of Water and Power; providing account management services to key business customers; and/or conducting and directing research, planning, designing, monitoring and evaluation activities related to customer programs and initiatives. The work also involves considerable responsibility for public relations and external communications since employees engaged in these areas generally work extensively with the public.

The class of Senior Utility Services Specialist is distinguished from other classes in the series in that an employee in this classification is a bona fide supervisor, responsible for the full range of supervisory activities including application of discipline, processing and resolution of grievances, evaluation of performance and approval of time-off requests. A Senior Utility Services Specialist must apply supervisory principles and techniques in building and maintaining an effective work force; fulfill equal employment opportunity responsibilities; and perform related work.

**Examples of Duties:** A Senior Utility Services Specialist:

- Assigns, reviews and evaluates the work of a group of employees engaged in any/all of the following: researching, planning, designing, promoting, monitoring, and evaluating customer programs, for all customer classes; providing professional account management services to large and mid-size commercial, governmental, institutional, or industrial customers; reviewing customer energy- and water-using systems and equipment; making recommendations regarding beneficial operating and maintenance practices and alternative approaches and technologies; conducting research studies and analyzing data for all customer classes, and making recommendations based on the results; developing and maintaining customer-communications and information systems and tools; managing consumer issues related to water quality and safety, including public health issues; reporting to DWP's executive management on key customer issues and energy-related State and Federal legislation; developing and implementing marketing strategies and programs; performing complex load, rate, segmentation and other analyses for individual customers or market segments;
- Reports to executive management on key customer issues such as new construction projects, complex billing issues, water and power emergencies, water and electric rate analyses and the impact of a broad spectrum of issues on DWP customers, including local, State and Federal legislation, service and other DWP requirements, and the effect of energy price, reliability, and quality on business divisions;
- Interprets Department and division policies;
- Develops work methods and procedures, and establishes performance standards for subordinates;
- Provides direction and guidance on unusually complex or sensitive issues;
- Interfaces with executive-level management representatives (both internal and external), regulators, and other key stakeholders;
- Confers with section and Department personnel to coordinate unit activities and expedite service to customers;
- May be required to review technical and trade publications;
- May attend, as the Department's representative, association or regulatory meetings;
- May confer with representatives of public and private agencies, to coordinate or gather information;
- May negotiate and facilitate with customers and third-parties on various business affairs;
- May assist in the development and administration of service agreements and contracts;
- Reviews unit activities and staffing requirements;
- Assists in budget preparation;
- Recommends changes in policies and procedures;
- Develops and implements unit organization, goals, and objectives;
- Performs training assessments and implements training programs and plans;
- May supervise the planning and preparation of a variety of printed material used to promote utility and energy and water conservation programs;
- Assists in the planning and conducting of research on customers' electrical energy and water use, and other programs and preferences;
- Ensures compliance with applicable local, State, and Federal regulations;
- Compiles and analyzes unit accomplishments and cost and financial data;
- Communicates equal employment opportunity information to employees;

- Applies job-related criteria in selecting, orienting, assigning, training, counseling, evaluating, and disciplining subordinates;
- Assists employees in preparing for promotion as described in the City's EEO Program;
- Prepares and reviews reports, correspondence, documents and memoranda relative to unit activities;
- Prepares and/or oversees preparation and administration of various contracts and Board packages; and
- Ensures a safe work environment and compliance with Department safety policies and practices.

May occasionally be assigned other duties for training purposes or to meet operational changes, technological changes, or unexpected emergencies.

**Qualifications:** Incumbents must have the following knowledge and abilities:

**Knowledge of:**

- Conservation practices related to the efficient use of electrical energy and water for businesses, commercial and industrial establishments, and residences;
- Marketing, communications, customer service and account management practices;
- Building systems and operations and maintenance practices, relative to the use of energy and water;
- Water quality issues related to consumer health and safety, and common methods of in-home water treatment;
- Safety principles and practices;
- Supervisory responsibility, as set forth in the City's Equal Employment Opportunity Program;
- Techniques of training, instructing, and evaluating subordinate work performance;
- Techniques for counseling, disciplining, and motivating subordinate personnel;
- Procedures for grievance handling;
- The organization and policies of the Department of Water and Power governing service to the public;
- City ordinances and Federal and State regulations and statutes governing electrical energy and water conservation;
- Memoranda of Understanding as they apply to subordinate personnel; and
- City personnel rules, policies, and procedures.

**Ability to:**

- Communicate orally and effectively with individuals and before public groups;
- Exercise sound judgment;
- Establish effective working relationships with a variety of individuals including managers, subordinates, customers, and representatives of other agencies;
- Provide leadership for professional, technical and/or clerical employees engaged in related work;
- Assist in rate, financial analyses, and business case development;
- Maintain records and prepare clear and accurate narrative and technical reports;

- Plan and conduct meetings and training sessions;
- Maintain a work environment to enhance both employee morale and productivity; and
- Apply sound supervisory principles and techniques.

**Minimum Requirements:**

Two years of full-time paid experience with the City of Los Angeles as a Utility Services Specialist, or in a position as least at that level which provides experience in conducting conservation audits; analyzing, planning, designing or marketing of energy-efficient programs or rate applications for commercial and industrial establishments; evaluating the effectiveness of existing energy- and water-related products, programs and services for residential and non-residential customers; analyzing the potential for new energy- and water- related products, programs and services for residential and non-residential customers; or analyzing detailed customer service information and market intelligence information and competitors.

**License:** A valid California driver's license and a good driving record are required.

**Physical Requirements:**

Strength to perform average lifting of less than 5 pounds and occasionally over 15 pounds; good speaking and hearing ability; and good eyesight.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to accommodate the limitation.

**As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties, responsibilities, and the required qualifications of any position shall be.**