



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

SALARY: \$88.42 - \$114.43 Hourly
\$15,326.00 - \$19,835.00 Monthly
\$183,912.00 - \$238,020.00 Annually

OPENING DATE: 04/18/18

CLOSING DATE: 05/09/18 04:00 PM

EXAM WEIGHT: 100% Oral

TENTATIVE EXAM INFORMATION:

DESCRIPTION:

To receive first consideration in the screening process:

Submit your application packet by 4:00 on the preferred filing date of May 9, 2018.

Application packets should include a Current resume and a Letter of Interest and Intent. Applicants may submit packets using the "Apply Now" feature from the job announcement on www.santaclaraca.gov or submit hard copies to the City of Santa Clara Human Resources Department, 1500 Warburton Ave., Santa Clara, CA 95050. This recruitment may remain open until filled.

This recruitment is to fill a key leadership role in developing, coordinating, marketing and directing Customer Engagement activities of the Electric Utility (Silicon Valley Power). The incumbent will lead and manage several groups working in the areas of customer programs, satisfaction and services, community outreach, and public relations and communication of information. The incumbent will resolve complex customer service issues, represent the Utility and the City at large, and foster outstanding community relationships.

Applicants should have managerial experience in the energy or utility space servicing retail customers. Preferable background includes extensive and varied experience with front-line customer service, conservation and renewable energy programs, utility billing, utility legislative and regulatory trends, fiber optic services, and/or public relations.

The Senior Electric Division Manager annual salary is \$183,912 with the potential to go up to \$238,020.

The City offers a number of benefits to management employees, including: CalPERS Retirement Plan/Social Security: California Public Employees' Retirement system integrated with Social Security. CalPERS 8% employee contribution. Social Security, FICA employee contribution: 7.65% of earnings (6.2% Social Security + 1.45% Medicare)

CalPERS Pension: 2.7% @ 55 for Classic Employees (no EPMC), 2% @ 62 for new CalPERS employees.

For a complete list of benefits, please visit www.santaclaraca.gov

The information contained herein is subject to change and does not constitute either an expressed or implied contract.

This is a key leadership position in the unclassified service with assigned responsibility of a sizeable number of employees, a major process, one or more divisions, and a significant financial role with debt, rate setting, trading or contracts within the Electric Department.

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 include but not limited to the following:

- Provide leadership, in assigned area of responsibility, through ensuring that the City's Code of Ethics and Values and the Electric Department's vision, mission, goals and objectives are clear, well articulated and accepted; that the means and systems are available; and that the organization is driven by the need to efficiently and effectively satisfy customer expectations by focusing on the processes that serve them;
- Deploy continuous improvement tools like benchmarking, reengineering to create value for customers in the ways that they want them and establishing key process measures that meet the organization's needs;
- Develop and provide training for employees through coaching, empowering, and facilitating techniques to ensure that employees function in a collaborative team environment promoting organizational success; and
- Provide advocacy and a supportive culture for the resources and needs of employees;
- Implement processes and systems to achieve desired outcomes and meet expectations in the areas of budgeting (operating and capital), communication, contracting, staffing, information technology, public relations, performance standards, project management, telecommunications, controls and records management.

And as assigned:

- Provide direction and leadership to ensure processes and procedures are in place to achieve compliance with environmental, safety and health regulations and laws; or
- Provide direction and leadership to create a culture of compliance for Federal Energy Regulatory Commission/North American Electric Reliability Corporation (FERC/NERC) Reliability Standards resulting in the establishment of process, procedures, internal controls, training/education programs and document management systems; or
- Provide information and analysis utilizing specialized and in some cases sophisticated techniques regarding trends in the utility industry (regulated and unregulated); trends in customer energy usage, service expectations in general and for specialized populations; trends in market strategies; studies of statistical pricing and cost of service; and strategic planning studies; or
- Identify system capacity expansion needs through coordination with internal and external stakeholders to ensure that facilities are properly integrated; that facilities are safely operated; and that the proper interconnections are made with the electric system; or
- Operate the front office trading and settlement operations consistent with the City's risk management policies; setting credit, trading limits; monitoring the purchase and sale of wholesale electricity and other energy-related commodities, including historic, short and long term timeframes, which are consistent with the City's risk management policies; or
- Manage environmental, regulatory and licensing compliance, safe operation and maintenance of the City's facilities and assets, and ensure that generation plant availability and operating efficiency measures are met; or
- Maintain knowledge and understanding on developing trends in the electric industry; and
- Perform other related work as assigned.

MINIMUM QUALIFICATIONS:**EDUCATION AND EXPERIENCE**

- Education and experience equivalent to a bachelor's degree in Accounting, Economics, Engineering, Business Administration, Financial or Risk Management, Marketing, Mathematics, Public Administration or closely related field;
- Six (6) years of experience at a responsible level in engineering, administration, contracts administration, reliability standards compliance, customer relations and strategic services, economic trend analysis and forecasting, financial analysis, marketing, rate setting, resource planning, power contracts power trading, risk management, statistical analysis of market place

business practices and operations, communications, information technology, environmental and regulatory compliance, engineering operation and maintenance in the electric utility industry or related field; and

- Including a minimum of 2 years of management experience.

SUBSTITUTIONS

- 8 years of applicable electric utility experience may be substituted for the education requirement.
- An advanced degree in Engineering, Business Administration, Public Administration or related field may be substituted for up to 2 years' experience on a year for year basis.

DESIRABLE QUALIFICATIONS

- An advanced degree in the applicable field is desirable; and
- Possession of a certificate of registration as a Professional Engineer in the State of CA is desirable.

LICENSE

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

OTHER REQUIREMENTS

- Must be able to perform all of the essential functions of the job.
- May be required to work unusual hours in emergency situations;
- Required to pass initial and periodic comprehensive background checks, which may include fingerprinting, to meet Federal, State, and /or industry security requirements; and
- Seven (7) year criminal background check and employment verification are required.

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.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Principles and practices of electrical utility planning and engineering involved in the development, construction, production, operation and maintenance of electrical systems in the interconnected utility area;
- Principles and practices in the use of resources and energy engineering analysis, the risk management of power trading transactions, the transmission, distribution, utilization and conservation of electricity, or in complex market research, economic forecasting, competitive pricing methods, statistical and financial analysis;
- Principles and practices of electrical utility administration, planning and engineering involved in the operation and maintenance, and environmental and regulatory compliance methods of the City's facilities;
- Applicable laws and regulations affecting the electric utility industry including environmental, health, safety, Occupational Safety and Health Administration (OSHA), and FERC/NERC Reliability Standards; understanding of internal controls, procedures and auditing processes;
- Principles of leadership and management of organizations through process analysis, coaching, empowering and facilitating employees working in a collaborative team environment with internal and external customers and stakeholders; and
- Principles and practices of budgeting (operating and capital), communication, contracting, Human Resources, information technology, public relations, project management, performance standards, telecommunications, controls and records management to achieve outcomes and expectations.

Ability to:

- Apply the skills necessary to provide for the leadership and management of organizations through process analysis, coaching, empowering and facilitating employees working in a collaborative team environment with internal and external customers and stakeholders;
- Create a culture that is conducive to change and that is one that is able to select, recruit, retain, develop and motivate a skilled and talented workforce where everyone understands their mission, role and job expectations; and goals and objectives are clear in order to create an

organization that delivers excellent customer service;

- Negotiate cost-effective and mutually acceptable agreement terms;
- Interpret Federal and state regulations and assess impacts on the utility and its customers;
- Prepare, analyze and forecast complex sets of data and prepare necessary, general and technical, memorandums, reports, and charts as assigned;
- Apply the knowledge, techniques and practices in budgeting (operating and capital), communications, contracting, Human Resources, information technology, public relations, project management, performance standards, controls and records management to achieve outcomes and expectations;
- Establish, negotiate and manage contracts to ensure consultants and contractors meet contract requirements;
- Identify requirements, in assigned area, to ensure for the safe, effective and efficient operation of the electric utility;
- Communicate effectively with subject matter experts, business stakeholders, plant operations, and information technology personnel;
- Use computer applications to prepare memos and procedural documentation;
- Create, manage and maintain complex filing and record systems; and
- Walk or stand for extended periods of time and bend, stoop, crawl, climb, lift or any other physical requirement as necessitated by the position to perform assigned duties.

APPLICATIONS MAY BE FILED ONLINE AT:

<http://www.santaclaraca.gov>

Position #32-18-173U
SENIOR ELECTRIC DIVISION MANAGER
VS

1500 Warburton Ave.
Santa Clara, CA 95050
408-615-2080
Fax: 408-985-0667

humanresources@santaclaraca.gov

Equal Opportunity Employer
