

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

DIVISION Executive Division - News & Outreach		EFFECTIVE DATE
BRANCH/SECTION Consumer Affairs Branch (CAB)		CLASS TITLE Staff Services Manager II (Supervisory)
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.		PHYSICAL WORK LOCATION Los Angeles, San Francisco, Sacramento
INCUMBENT (if known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-763-4801-XXX
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.		
BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS: Under the general direction of the Program Manager of the Consumer Affairs Branch (CAB), the Staff Services Manager II (SSM II) is responsible for planning, organizing and directing the activities of the Consumer Affairs Branch (CAB) Quality Assurance Unit as well planning and directing the development of CAB training programs. This includes the review of analytical studies and surveys, formulations for procedures, policies and program alternatives, strategic planning and administrative functions such as budget control and contract management for CAB. The SSM II will identify emerging consumer issues and recommend policies or changes to existing regulations affecting consumer programs. The SSM II also will have direct communication with utility representatives regarding consumer issues.		
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>	
	<u>ESSENTIAL FUNCTIONS:</u>	
30%	Plans, organizes, and directs the activities of the Consumer Affairs Branch Quality Assurance Unit, which includes reviewing and producing analytics to develop and implement processes and programs to effectively resolve informal consumer complaints; Coordinates with industry division management and staff to address emerging consumer issues. Confers with the Program Manager and division directors and/or liaisons; provides expert advice on Commission proceedings affecting consumers, meets with officials from utilities, federal, state, county and city governments as well as civic organizations and the general public. Attends meetings and conferences related to the work of the Consumer Affairs Branch.	
30%	Performs a broad range of managerial and administrative tasks including assigning and reviewing the work of the Staff Services Manager I, facilitating hiring of branch staff, overseeing branch budgeting, and assisting with succession and workforce planning. Evaluates work performance and prepares appropriate disciplinary action. Participates in the hiring of staff.	
20%	Oversees and coordinates CAB's call quality monitoring work. Plans and directs the training program for CAB operations and analytical staff based on quality assurance analysis, changes to Commission policies, and long-term branch needs.	
15%	Conducts strategic planning regarding CAB's contracting and IT needs to ensure continuous program growth and improvement of CAB, particularly in relation to service to stakeholders. Discerns top priorities based on political and agency focus. Remains flexible, able to change priorities as needed, and multi-task.	
5%	Performs other related duties as necessary.	

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KNOWLEDGE AND ABILITIES [From Class Specs]

Knowledge of: Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; department's Affirmative Action Program objectives; and a manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.

Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's affirmative action objectives.

WORK ENVIRONMENT, PHYSICAL, OR MENTAL ABILITIES:

- Proficiency with communications-related technologies, including personal computer applications, telecommunications equipment, Internet, voicemail, email, etc.
- Dress appropriately for a business/government environment.
- CONTINUOUS sitting and upward and downward flexion of neck; fine finger dexterity; light to moderate finger pressure to manipulate keyboard, equipment controls, and office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending, stooping, pushing/pulling, and twisting at waist; moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 20 lbs. OCCASIONAL squatting, kneeling, and reaching above and at shoulder height; moderate grasp to manipulate reference books and manuals.
- Employees will primarily work in an office environment with moderate noise levels, and controlled temperature conditions. Employees may likely interact with upset individuals either by phone or in person at Commission public events.
- See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate equipment.
- Hear in the normal audio range with or without correction.
- Occasional travel throughout the state of California may include overnight, weekends and several days at a time; capability to manage staff in other geographical locations.

SUPERVISOR'S STATEMENT: *I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE*

SUPERVISOR'S NAME (Print)

Amy Chamarty

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S STATEMENT: *I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT*

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE