

DUTY STATEMENT**CALIFORNIA PUBLIC UTILITIES COMMISSION**

DIVISION External Affairs Division – News and Outreach	EFFECTIVE DATE
BRANCH/SECTION Consumer Affairs Branch	CLASS TITLE Staff Services Manager I
WORKING DAYS AND WORKING HOURS Monday through Friday 8 a.m. to 5 p.m.	PHYSICAL WORK LOCATION Sacramento, San Francisco, Los Angeles
INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-163-4800-002
<p>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.</p>	
<p>BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS:</p> <p>Under the general direction of the Staff Services Manager II of the Consumer Affairs Branch (CAB), the Staff Services Manager I (SSM I) is responsible for planning, organizing, managing, and directing the activities of the written contacts unit team members within the operations teams. The SSM I will direct and supervise the activities of Staff Services Analysts and Associate Governmental Program Analysts. CAB's primary responsibilities are to assist consumers in resolving informal complaints with a utility in accordance with the utility's rules and the Commission's policies and to answer consumers' questions regarding utility service and billing. The incumbent will lead/direct/manage a team will be responsible for collecting both qualitative and quantitative data from customers and utilities to help resolve customer complaints against CPUC regulated utilities. This position will focus on managing the workflow, contribute to and participate in creating new processes and implementing novel protocols of a team that will be required to conduct in depth analysis and research into customers complaints, coordination with utilities and other CPUC Divisions in addition to analysis and implementation of CPUC Codes, policies, and procedures to relevant customer complaints. The SSM I will assist the SSM II in identifying emerging consumer issues and recommend policies or changes to existing regulations and update or create procedures affecting consumers and customer programs. The SSM I will also assist the SSM II in communication and information exchange with utility executive offices regarding consumer issues.</p>	

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% 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>
30%	<p><u>ESSENTIAL FUNCTIONS:</u></p> <p>Plans, organizes, and directs the activities of the Consumer Affairs Branch Written team, which includes managing staff activities such as reviewing written customer complaints, develop and implement novel processes and programs to effectively resolve informal consumer complaints. In the near term this position will support the SSM II in creating new processes to incorporate Transportation Enforcement Complaints and potentially others such as impacts from SB 28. Participates in coordination with industry division management, staff and utilities to address emerging consumer issues. Confers with the SSM II and Program Manager and/or liaisons; succinctly summarize, connect, and implement relevant Commission proceedings affecting consumers, may involve meeting with officials from utilities, federal, state, county and city governments as well as civic organizations and the public or summarizing issues for the SSM II who meets with outside entities. Attending meetings and conferences related to the work of the Consumer Affairs Branch. The SSM I will also be expected to perform the advance work of the staff due to being most difficult or sensitive.</p>
30%	<p>Performs a broad range of managerial and administrative tasks including assigning and reviewing the work of their direct staff, facilitating hiring of staff, participating in branch budgeting, and participating on succession and workforce planning discussions. Evaluates work performance of staff, closely monitors staff on probation by completing all probation reports timely and accurately. Leads in documentation efforts and communication of staff in the event of performance management processes and procedures, prepares various documents required in the performance management processes and responsible for appropriate disciplinary documentation. Responsible for hiring of staff and all components required for it, coordination with partner divisions as necessary.</p>
20%	<p>Contributes to strategic planning regarding CAB's contracting and IT needs to ensure continuous program process improvements and efficiencies of CAB, particularly in relation to service to utilities, stakeholders, customers, and other partner CPUC Divisions. Discerns top priorities based on political and agency focus. Remains flexible, able to change priorities as needed, and multi-task. Acts as a partner to other internal partner teams such as IT and HR.</p>
15%	<p>Works closely and effectively communicate with direct reports and broader team along with other units within the Consumer Affairs Branch for coordination of case types, volume, and case management. Works closely with Analytics and Quality Assurance manager to ensure customer complaint responses are addressed timely, written professionally for successful collaboration and work products. Ensures and enforces a culture of collegial respect and responsiveness and an attitude of trust and reliability.</p>
5%	<p>Performs other related duties as necessary based on business needs.</p>

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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)

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