

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

DIVISION External Affairs Division	EFFECTIVE DATE
BRANCH/SECTION Public Advisor's Office	CLASS TITLE Program Manger
WORKING DAYS AND WORKING HOURS M-F, 8 a.m.-5 p.m.	PHYSICAL WORK LOCATION San Francisco or Sacramento
INCUMBENT (if known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-118-3503-XXX
<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: The Public Advisor's Office in the External Affairs Division supports the overall CPUC mission of serving the public interest by being a first and direct line of contact for customers, and a conduit of information between the public and CPUC decision-makers. We assist and educate the public, and collect, analyze, and address customer comments and issues with regulated utilities. Under general direction of the Deputy Executive Director for External Affairs, the Program Manager manages all aspects of the Public Advisor's Office (PAO) and the Business and Community Outreach group (BCO). The PAO provides procedural information and advice to individuals and groups who want to participate in formal CPUC proceedings; keeps the CPUC informed of barriers that prevent effective public participation; facilitates public forums, hearings and voting meetings and provides programs and services to educate and assist the public, including special accommodations and interpreter services. BCO focuses on outreach to local stakeholders and community leaders, staffs leadership at County or City events, manages diversity grant programs, and oversees the Supplier Diversity Program and the Small Business Program. The incumbent ensures that PAO's processes are constantly updated to reflect changes in utility regulation and practice.</p>	
% 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>

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35%	<p>ESSENTIAL FUNCTIONS: Manage the PAO and BCO: Manage the staff, including a Program and Project Supervisor and Public Utility Regulatory Analysts, and programs in the PAO and BCO, including all components of managing employees who perform a range of duties to assist, educate, and engage the public and stakeholders, from answering customer queries, researching and analyzing customer comments, facilitating events and hearings, and managing complex programs. Oversee all personnel issues in PAO and BCO, including hiring, probation reports, progressive discipline, feedback, mentoring, and training.</p>
30%	<p>Planning and Development: Fully engage in strategic planning for continuous program growth and improvement of PAO and BCO, particularly in relation to service to stakeholders. Focus on work processes and staff and program development, evaluation, and improvement. Learn and utilize appropriate project and program management tools and stay current on best practices related to your program areas. Discern top priorities based on political and agency focus. Be flexible, able to change priorities as needed, multi-task, and perform other duties as assigned.</p>
20%	<p>Ensure Support to Commissioners, Executive Office, and Administrative Law Judge Division: Provide procedural information and advice to individuals and groups who want to participate in formal CPUC proceeding; keep the CPUC informed of barriers that prevent effective public participation; and provide programs and services to educate and assist the public, including special accommodations and interpreter services. Ensure that PAO staff covers all public participation hearings (public forums), CPUC voting meetings, and other meetings, hearings, and events as required, including ensuring that staff has adequate equipment, resources, and travel funds to cover all hearings. Attend CPUC voting meetings, and the more complex or political public forums and meetings, to facilitate public comment, represent the CPUC, give presentations, etc.</p>
15%	<p>Budget and Contract Management: Oversees the budget, multiple contracts, and program issues for the PAO and BCO. Prepare or oversee the preparation of Budget Change Proposals and bill analysis. Other duties as assigned.</p>

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MARGINAL FUNCTIONS:

- Provide training for staff on responding to questions of complex issues such as how to become a party, intervenor compensation, specifics on CPUC proceedings, and other procedural issues, etc.
- Oversee the creation and maintenance of systems and processes such as specialized phones systems, data tracking and reporting systems, etc., to enhance program effectiveness.
- Participate in hiring process including interviews and written application reviews.
- Facilitate Public Participation Hearings, Voting Meetings and other events.
- Oversee the management of contracts on translation and interpretation, including American Sign Language.

KNOWLEDGE AND ABILITIES [From Class Specs]

Knowledge of:

- P.U. Code pertaining to utilities and basic court decisions affecting public utility regulations including properties of utilities, financial structure, terminology, rate-making procedures, and standards of safety and service.
- Procedures of conducting hearings before the CPUC and other regulatory agencies.
- Procedures of personnel management and supervision including understanding of and effectiveness in carrying out State and departmental equal employment opportunity and affirmative action policies.
- California State Contracting Process.

Ability to:

- **Plan, direct, and coordinate the work of a staff consisting of Program and Project Supervisors, multiple Public Utilities Regulatory Analysts of varying levels, and other staff.**
- **Plan and supervise research work and analyze data; plan and supervise the preparation of exhibits; write reports, and prepare recommendations to the CPUC.**
- **Conduct conferences and events; represent the CPUC.**
- **Analyze situations accurately and take effective action; effectively contribute to the CPUC'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.
- Work primarily in a standard office environment with controlled temperature conditions. Environment contains close proximity to others doing their work and has a moderate noise level.
- Ability to multi-task, analyze quickly and communicate results effectively.
- Stay calm under pressure, particularly when working with stakeholders (internal staff and external consumers).
- Employees must possess ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.
- Dress and act appropriately for a business environment.
- Possess a valid California driver's license and current State of California Authorization to Use Privately Owned Vehicles on State Business form (STD. 261; REV. 3-95).
- Extensive, regular travel required supporting the work of the division and agency.
- Frequently work evening hours and occasionally work weekend hours.

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.

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EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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