

**UTILITY SERVICES MANAGER  
(Class Code 9106)**

**TASK LIST**

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1. Directs, through subordinate managers, supervisors, and lead personnel and staff, the activities of a division, or one or more of the major sections of these divisions, in the Department of Water and Power.
2. Reads activity reports, inter-office communication, and customer correspondence in order to evaluate organizational and individual performance, and improve customer service and internal operations.
3. Talks to subordinate personnel in order to evaluate organizational and individual performance to improve customer service and operations.
4. Reads new procedures and policy recommendations concerning rules, regulations, and legislation for accuracy and conformance to Department recommendations for policy and procedural changes.
5. Gives oral and written presentations to upper management on topics including budget updates and proposals, work activities, and project status reports in order to inform, influence, or elicit support on behalf of the section or division.
6. Gives prepared and impromptu oral presentations relative to public affairs issues to a variety of civic and governmental bodies in order to inform, educate, and influence on the Department's behalf.
7. Meets with managers, assistant supervisors, lead personnel, and subordinate staff in order to discuss problems and disseminate or obtain information regarding section activities, including safety and EEO Policy.
8. Sets guidelines such as staffing levels, equipment requirements, and changes for section budget requirements in order to achieve section and departmental performance goals.
9. Checks section's budget justifications from subordinate staff for appropriateness, accuracy, and compliance with guidelines.
10. Meets with subordinate managers and division and system heads to present section budget requests and justifications in order to obtain funds requested.
11. Acts as a project manager for development and implementation of a major project, including recommending award of major purchasing contracts for specialized services, equipment, and supplies after comparing various bids for compliance with advertised specifications and cost effectiveness; evaluates vendor compliance.
12. Meets with vendors and observes vendor installations at other companies in order to evaluate products and processes that may be considered for use at DWP.

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13. Meets with peer managers of other utilities at their facilities and at professional affiliation seminars and conferences in order to exchange information that is of mutual benefit and discuss industry problems of mutual concern.
14. Delegates the development of training programs (refresher as well as new) in order to improve operations and service.
15. Makes recommendations for policy changes, individually or as a member of a Department-wide or City-wide task force.
16. Makes presentations to the media regarding a variety of subjects of importance to the Department of Water and Power and the public through TV interviews, radio interviews, and press statements in order to represent the Department's point of view and inform the public.
17. Interviews candidates for paygrade advancement and certification from civil service eligible lists for manager level positions.
18. Makes staffing adjustments to meet operational metrics and performance standards.
19. Develops interview and selection packages to ensure appropriate staffing levels.
20. Provides guidance on progressive discipline to ensure consistency and compliance with Department guidelines.
21. Acts on behalf of upper management in their absence, as needed, to meet operational and performance needs of the section or division.