

THE CITY OF LOS ANGELES



CIVIL SERVICE COMMISSION

CLASS SPECIFICATION

6/12/08

UTILITY SERVICES SPECIALIST, 3755

Summary of Duties: Promotes through extensive customer contacts the marketing, efficient use and conservation of electrical energy and water among commercial, governmental, institutional, industrial and residential customers; contacts customers and performs difficult and complex needs analyses, including energy and water usage, and other products and services; performs complex data and fiscal analyses including rate analyses, Return on Investment (ROI) analyses on various water and electric measures, and others; develops and implements marketing strategies and programs; performs complex load, rate, segmentation and other analyses for individual customers or market segments; manages and facilitates communications with customers via direct or electronic means; researches, assembles, analyzes, and interprets customer data and prepares correspondence, presentations, and reports to executive management inside and outside of the Department of Water and Power (DWP) on key customer issues such as new construction projects, complex billing issues, water and power emergencies, water and electric rate analyses and the impact of a broad spectrum of issues on DWP customers, including local, State and Federal legislation, service and other requirements of DWP, and the effect of energy price, reliability, and quality on business decisions; may manage consumer issues related to water quality and safety, including public health issues; may supervise in the absence of the regular supervisor or act as a lead worker; and does related work.

Distinguishing Features: Upon appointment, Utility Services Specialists are required to attend and complete a job training program that may include both classroom and/or on-the-job training. Initially, new Utility Services Specialists may work under close supervision or assist other Utility Services Specialists in handling the more complex or difficult work.

Utility Services Specialists work continually with the public and have considerable responsibility for public relations and providing technical guidance to business customers on water- and energy-related topics. Employees of this class must be capable of understanding the technical aspects of installation and layout of water and electrical services and systems and be able to suggest reasonable solutions to difficult problems they may encounter relating to complex utility systems and practices, and in relation to the installation and layout of water and electrical services and systems at customer sites.

Incumbents are expected to exercise independent judgment and autonomy in handling details and specific assignments addressing a wide variety of customer needs and services that promote the marketing, management, and efficient use of energy; perform complex rate and billing analyses for water and electricity; develop and manage customer-choice programs and services related to water and electric energy; and provide market communications and other support to effectively communicate with retail customers on an individual or mass scale.

A Utility Services Specialist may be assigned to a specialized phase of account management, marketing support and analyses, program development and implementation, rate design and analyses, conservation work, or to a geographic area of the City. Incumbents work independently and their work is measured in terms of the quantity and quality of customer contacts made; revenue generated or retained; energy and water savings achieved; and customer satisfaction levels. Supervision received consists primarily of broad assignments and review of the results of the employee's interaction with DWP internal and external customers, rather than a detailed check of the work in progress.

Examples of Duties: A Utility Services Specialist:

- Communicates orally and in writing with business and community leaders, developers, architects, engineers, builders, trade allies, equipment manufacturers, service providers, financial institutions, decision makers, regulatory bodies, governmental agencies, and other City departments on all aspects of DWP's water and electric services;
- Assesses customers' economic, financial, demographic, historical performance, operations, and equipment specification information;
- Develops and deploys value-added programs to assure customer satisfaction and loyalty;
- Develops and implements energy and water conservation measures for both residential and non-residential customers;
- Conducts energy and water use audits and surveys, and analyzes customer needs to recommend efficient systems and measures, business solutions, and DWP products and services;
- Performs rate and energy use analyses to determine potential savings of cost-effective utility usage including rate of return and return on investment (ROI);
- Performs primary point-of-contact services to business customers for a wide variety of products and services, and facilitates resolution of a broad variety of technical, financial, legal, and service issues between major customers, DWP, and the City;
- Develops, administers, and utilizes systems and methods for capturing, analyzing, and reporting detailed customer data and for facilitating customer communications and transactions;
- Promotes DWP products and services and informs customers of DWP service options and requirements and relevant LA City building codes and requirements;
- Determines the optimal price, value, and reliability of customer service options;
- Inspects, measures, and takes inventory of current energy, water, and communications equipment;
- Projects future energy, water, and communications needs and preferences;
- Determines the effectiveness of implemented programs by comparing actual versus projected performance and energy and/or water consumption levels;
- Conducts on-site investigations and analyzes water and energy use, including lighting, heating, ventilating, air conditioning, refrigeration, and operation of a variety of process equipment;
- Conducts and presents complex load and rate analyses to determine optimal rates, equipment, and operational strategies;
- Follows up to determine if recommended programs, plans, or marketing measures have been properly implemented and measures their effectiveness;

- Makes oral presentations to business decision groups, industry conferences, and buying groups to promote recommended programs in industry restructuring, competitive options, energy purchase options, and related areas;
- Represents DWP and exchanges information with key representatives of other utilities, governmental agencies, trade groups, and related business industries and agencies;
- Develops and assists in the design of proposals related to DWP products and services that meet customer goals, business strategies, and facility requirements;
- Provides 24-hour on-call response to designated major customers;
- Administers contracts by preparing Request for Proposals (RFP), agreements, and related documents, negotiating contract terms and conditions, coordinating approvals, ensuring accurate and timely processing of contract and related documents, overseeing assignment of work to contractors, and comparing contract terms and conditions with actual performance;
- Conducts, reports, and analyzes marketing research on customer and competitor needs, expectations, operations, and marketplace trends;
- Prepares and presents technical, narrative, and analytical reports and correspondence;
- Trains co-workers and other DWP staff;
- Develops, conducts, and evaluates training on energy and water conservation practices, rates, alternative energy practices and customer support systems to DWP's customers;
- Attends meetings, hearings, and conferences to present and gather information and prepares reports on actions taken;
- Assembles, instructs, and may serve on interview boards for various selection processes and exit interviews;
- Conducts investigations and develops solutions to customer issues and concerns with DWP;
- Expedites and facilitates completion of DWP customer construction projects;
- Assists customers with financial analyses and utility budget preparation;
- Provides feedback from customers on strategies enabling DWP to better service their needs;
- Develops and implements new service options and programs based on customer needs;
- Develops, administers, and maintains tools and systems that support customer data management and communications activities;
- Conducts analyses and prepares and submits written and oral reports and recommendations on legal issues between DWP, the City, and its customers;
- Analyzes, interprets, and explains the meaning and impact of water- and energy-related legislation and regulatory actions to customers and other stakeholders;
- May manage consumer issues related to water quality and safety;
- Acts in place of the supervisor during their supervisor's absence.

May occasionally be assigned other duties for training purposes or to meet technological changes or unexpected emergencies.

Qualifications: Incumbents must have the following knowledge, skills, and abilities:

Knowledge of:

- DWP rules of electric and water services and City of Los Angeles Water and Electric Rate Ordinances;

- Mathematical and elementary statistical concepts sufficient to make calculations and interpret data;
- Federal, State, local, DWP and customer safety principles and practices;
- Measures and practices related to the efficient use of electrical energy and water for business, commercial, governmental, industrial and residential customers;
- Principles and practices as they relate to establishing customer relations, promoting, packaging, presenting products and services, gathering and processing market intelligence, and recognizing and overcoming competitors' strategies;
- Marketing principles such as market segmentation and value-added marketing;
- Performance and operational characteristics of a broad variety of building and related systems and equipment;
- DWP policies, practices, rules, and processes related to customer service and the provision of water and electric services;
- Basic electrical terminology such as main switch, voltage, circuits, breakers, amperage, kilowatts and demand;
- Basic construction and electrical wiring such as the relationship of walls, floors, ceilings, doors, and circuitry load and current;
- General rules and requirements of new construction and/or expansion, including building codes and other pertinent regulations;
- Basic business and financial fundamentals such as budget preparation, interpretation and assessment of financial statements, ROI, break even point, present value of money, and tax consequences of decisions;
- Basic functions of computer spreadsheets, databases, internet and word processing programs sufficient to enter, store, retrieve, and manipulate data;
- General DWP electric and water rules and billing policies and procedures;
- DWP electric and water infrastructure and supply;
- City of Los Angeles wastewater rules, requirements, and rate structures;
- Water quality issues related to consumer health and safety, and common methods of in-home treatment;
- Organization and policies of the Department of Water and Power governing service to the public;
- Systems used by DWP to collect and store important customer information;
- Applicable City personnel rules, policies and procedures;
- Office management procedures and practices; and
- Professional business standards and protocols.

Ability to:

- Analyze and interpret data thoroughly and impartially;
- Conduct investigations, determine methodologies, and obtain the basic data necessary to evaluate solutions to complex customer problems and issues with multiple variables;
- Read, analyze and interpret a variety of energy, water usage, and billing data;
- Read, analyze, interpret and explain building codes, requirements for water and electric service, Federal, State and local legislation and regulations pertaining to utility services;
- Identify and analyze marketing alternatives, identify trends, make projections and draw sound conclusions and/or cost effective recommendations;
- Learn and communicate methods and procedures related to promoting the efficient use of electrical energy and water;

- Advise customers on utility usage techniques and control methods;
- Provide a broad range of services to customers including financial, equipment, and building performance characteristics services;
- Solicit, obtain, interpret, and understand customer feedback and concerns, and develop creative solutions for addressing customers' needs;
- Promote LADWP products and services;
- Read and prepare simple scale drawings and floor plans;
- Calculate floor area, gross and net wall area, window area, and interior volume;
- Perform basic mathematical computations including addition, subtraction, multiplication, division, and percentages;
- Prepare and present oral and written reports and recommendations clearly, concisely, accurately, logically, and convincingly using proper technical language;
- Communicate and deal tactfully, persuasively, and effectively with department and customer management, supervisors, subordinates, other employees and other City representatives;
- Communicate complex technical information regarding building and system performance, economic analyses, and performance characteristics of water and energy systems in a manner that it readily understood by non-technical business professionals;
- Build and maintain positive business relationships with a broad spectrum of commercial, industrial and residential customers;
- Work independently and determine daily customer assignments and appointments without general instructions;
- Effectively plan, prioritize, and organize work;
- Use computer technology to compose written materials and verify, interpret, calculate, and manipulate data;
- Maintain accurate and detailed records;
- Plan and conduct meetings with customers and others on marketing matters; and
- Plan and conduct training sessions.

Minimum Requirements:

A Bachelor's degree from a recognized four-year college or university.

License: A valid California driver's license and a good driving record may be required.

Physical Requirements:

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to accommodate the limitation.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties, responsibilities, and the required qualifications of any position shall be.