

Summary of Duties: Plans, organizes, coordinates and directs, through subordinate supervisors, the work of technical and clerical employees engaged in office and/or field activities in the Commercial and Customer Services Divisions of the Department of Water and Power; applies sound supervisory principles and techniques in building and maintaining an effective work force; fulfills affirmative action responsibilities; and performs related work.

Distinguishing Features: Employees of this class direct, through subordinate supervisors, the various activities of the Commercial and Customer Services Divisions. This class is distinguished from other classes in this series by the scope of supervisory responsibilities and the specialized knowledge of the organization and policies, procedures, rules, regulations, laws, ordinances, and Charter provisions governing the activities of the Commercial and Customer Services Divisions of the Department of Water and Power. Incumbents in the class of Commercial Manager, as bona fide supervisors, are responsible for performance of the full range of supervisory activities including: application of discipline, processing and resolution of grievances, evaluation of performance and approval of time off.

These employees exercise considerable independent judgment in performance of their duties and have a great deal of public contact. May act for a Section Head in the latter's absence.

Examples of Duties: Plan, organize, coordinate and direct, through subordinate supervisors, the activities of large units of employees, in various geographic locations, assigned to work units engaged in: billing, meter reading, field investigations, energy theft, and field service, bill mailing and mail distribution, accounts receivable mail processing, customer telephone service, branch offices, credit and collections, field collection, and customer relations; establishes standards of work production and schedules activities and personnel to expedite the flow of work in order to meet peak workload demands;

Analyzes existing procedures and develops and recommends improvements in operations, work methods and procedures; arranges for employee training and recommends improvements in training programs; handles difficult customer inquires and involved customer relations situations; reviews budgetary requests and prepares budget estimates of workload and staffing requirements; reports need for maintenance or repair of equipment and building automation; prepares or directs the preparation of special studies of operating procedures, personnel turnover, efficiency of operation and training programs;

Represents the Division and may make oral presentations to Division management, supervisory groups and various meetings including the Board of Water and power Commissioners; prepares a variety of letters, memos and reports regarding Division operations and activities;

Communicates equal employment/affirmative action information to employees; applies job-related criteria in selecting, orienting, assigning, training, counseling, evaluating and disciplining subordinates; assists employees in preparing for promotion as described in the City's Affirmative Action Program; and may be assigned to other duties to meet technological changes or emergencies.

Qualifications: A good knowledge of the organization, functions, policies, practices, and procedures of the Commercial and Customer Services Divisions; a good knowledge of the functions and organization of the Department of Water and Power; a good knowledge of the principles and techniques of office administration and management; a good knowledge of sound supervisory principles and practices including: planning, delegating and controlling the work of subordinates; a good knowledge of techniques of training, instructing and evaluating subordinate work performance; a good knowledge of techniques of counseling, disciplining and motivating subordinate personnel; a good knowledge of grievance handling; a good knowledge of supervisory responsibility for EEO/AA as set forth in the City's Affirmative Action Program; a good knowledge of public relations techniques; a working knowledge of effective office and field safety principles and practices;

A working knowledge of employee relations and Memoranda of Understanding as they relate to subordinate personnel; a working knowledge of Electric and Water Rules and Regulations and; a working knowledge of Department of Water and Power budget preparation and control; a general knowledge of electronic data processing and VDT operation as applied to the Commercial and Customer Services Divisions; a general knowledge of the laws, rules and regulations related to affirmative action and equal employment opportunity; and, a general knowledge of City personnel rules, policies and procedures.

The ability to supervise the work of a large group of employees utilizing sound supervisory and administrative principles and techniques; the ability to establish and maintain a work environment that enhances both employee morale and productivity; the ability to fulfil supervisory affirmative action responsibilities as indicated in the City's Affirmative Action Program; the ability to analyze office routines and develop effective working procedures; the ability to prepare clear, concise and accurate written reports; the ability to communicate orally; and the ability to deal tactfully and effectively with employees, officials, and the public.

Two years of full-time paid supervisory experience relating to the furnishing of electric or water services, in office clerical or commercial field service activities at least at the level of Commercial Service Supervisor is required for Commercial Manager.

Physical Requirements: Strength to perform average lifting of less than 5 pounds and occasionally over 15 pounds; good speaking and hearing ability; and good eyesight.

Persons with medical limitations may, with reasonable accommodation, be capable of performing the duties of some of the positions in this class. Such determination must be made on an individual basis in light of the person's limitations, the requirements of the position, and the appointing authority's ability to effect reasonable accommodations to the person's limitations.

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 the duties and responsibilities of any position shall be.