

COMMERCIAL EXECUTIVE, 9156

Summary of Duties : Directs the activities of the Commercial Division, or one or more of the major sections of the Division in the Department of Water and Power; and does related work.

Distinguishing Features : A Commercial Executive may be assigned to direct one or more of the major sections in the Commercial Division, or have overall responsibility for the activities of the Division. An employee of this class participates in the formulation of Division policies and the administration of the Division's activities to ensure that work progresses smoothly and efficiently and that serious losses to the Department or annoyance and inconvenience to customers are avoided. Assignments are received in terms of the desired objectives, and work is reviewed by the results obtained.

Examples of Duties : Plans, organizes, coordinates, and directs the activities of a large group of employees engaged in processing water and electric service payments and orders, meter reading, billing, bookkeeping, field service, investigation, and collection; resolves serious or sensitive customer service problems;

Develops and recommends improvements in methods, procedures, and policies; conducts and participates in administrative conferences to coordinate functions and develop more effective operations; prepares or directs the preparation of various reports; develops and implements new and improved uses of data processing applications; recommends purchase and acceptance of bids for equipment and office machines; institutes customer service programs; receives and resolves customer complaints and inquiries; analyzes and plans to meet anticipated growth in customer accounts and services; anticipates needs for additional personnel, equipment, and facilities; directs the establishment, maintenance and operation of district and branch commercial offices; meets with representatives of other organizations and agencies for an exchange of ideas and methodologies;

Directs the development, implementation and maintenance of the Division's affirmative action plan; may act as a member of the management representative's staff; analyzes and determines impact of an employee's representatives' proposal on Division operation; develops training programs to improve efficiency and productivity; directs the development and maintenance of statistical records of expenditures, personnel and other data which serve as a basis for controlling various operations; directs and participates in the preparation of the Division's annual budget; and may occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications : A good knowledge of the organization, functions,

policies, practices and procedures of the Commercial Division; a good knowledge of the City Charter provisions and other laws, ordinances, rules and regulations pertaining to the activities of the Division; a good knowledge of the principles and practices of business management of a large organization, including budget preparation and control, purchasing and personnel management; a good knowledge of the functions and organization of the Department of Water and Power; a good knowledge of Data Processing as applied to Division's activities; a good knowledge of safety principles and practices; a working knowledge of the laws and regulations related to equal employment opportunities and affirmative action; a general knowledge of City personnel rules, policies and procedures; a general knowledge of memoranda of understanding as they apply to subordinate personnel; the ability to plan, coordinate, direct and review the activities of several groups of employees; the ability to interpret administrative and operating data in determining effectiveness; the ability to deal tactfully and effectively with employees, public officials and the public; and the ability to prepare and present written and oral reports.

Two years of experience as a Commercial Manager; or four years of experience as a Commercial Field Supervisor; or four years experience as a Commercial Service Supervisor, or in a class at least at that level in supervising commercial office activities for a large public or private utility is required for Commercial Executive.

Appointment to a position in this class is subject to a one-year probationary period as provided by Section 109 of the City Charter.

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

Persons with handicaps may be capable of performing the duties of some of the positions in this class. Such determination must be made by the medical examiner on an individual basis.

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.