

**SENIOR ELECTRIC SERVICE REPRESENTATIVE - 7521
TASK LIST - 2019**

TECHNICAL REQUIREMENTS/ANALYSIS

1. Recommends corrective action, such as power line construction changes, electric service modifications or meter repairs, in order to meet department standards and requirements.
2. Reviews and performs field checks and load studies such as AMP reads and signs of damage to determine load on power line circuits.
3. Inspects defects in customer's wiring, metering, or equipment in order to determine corrective action.
4. Analyzes maps, charts, shop drawings, and other data such as Electric Vehicle (EV), Photo Voltaic (PV), battery storage, and cut flat conditions to determine load and metering requirements for new service customers in order to ensure safe installations.
5. Investigates the damage to customers' metering equipment and reviews subordinates' recommendations regarding the Department's and customer's responsibility in order to determine who will make repairs.

SUPERVISION

6. Plans, organizes, directs, assigns, reviews, delegates and evaluates the work of Electric Service Representatives engaged in inspecting utility power distribution and service facilities during construction and upon completion for conformance to Department standards and state laws.
7. Orients new employees by explaining job requirements and providing written materials, such as safety and performance standards, personnel rules, policies, procedures, and benefits, in order to ensure new staff members are prepared to complete their job duties successfully and in accordance with Department standards.
8. Discusses and monitors completed work with employees, including quantity and quality, timeliness, and problems encountered; and provides verbal and/or written praise and/or constructive criticism in order to provide recognition of good/poor performance and to coach them for effective performance of future assignments.

9. Discusses employee concerns with subordinates, receives grievances, and/or makes reports on these matters for submission to the next level of supervision as required, in order to comply with City and Department policies and regulations and/or Memoranda of Understanding.
10. Trains employees through various means, such as using videos, explaining and demonstrating work procedures or inviting technical guest speakers to training sessions, documents training, and observes employee performance to ensure employees are properly trained and to determine additional training needs in order to ensure employees can successfully perform their job duties in compliance with Department standards.
11. Develops and maintains training plans for subordinates on job specific processes and procedures for topics such as Solar Requirements, Electric Service Requirements, and Customer Bill of Rights, in order to meet departmental needs.
12. Applies the principles of Equal Employment Opportunity (EEO) through the promotion of a positive work environment through training, discussion and monitoring employees' behavior regarding cultural diversity, sexual harassment, discrimination, and retaliation and taking appropriate corrective action when necessary to ensure compliance with City and department policies and procedures.
13. Documents incidents of noteworthy good or poor job performance, evaluates employees in areas relevant to the job, documents employee evaluations, and discusses evaluations with the employee in order to provide feedback, praise and recognition, identify developmental needs, and prepare employee for career advancement opportunities.
14. Communicates, implements, and monitors information, such as policies and procedures, to employees orally and in writing, including information from management such as policy changes or department objectives and priorities including, but not limited to, interpretations of City policies or memorandums of understanding (MOU), Executive Directives (ED) such as updated safety information, and training and promotional opportunities in order to provide employees with relevant information.
15. Meets regularly with subordinates to present and review work policies and safety procedures and to exchange information gained in the field.
16. Commends good work or performance in order to improve morale and to provide examples for others by such means as praising good work, giving public recognition of outstanding performance, or issuing notices of commendation.

17. Monitors and ensures that staff's computer data entry in systems such as Work Management Information System (WMIS), Customer Care and Billing (CCB), and Microsoft Office Programs are promptly and accurately entered.
18. Communicates activities of unit with subordinate supervisors and/or staff and informs management of completed work activities, deviations from planned work, and/or employee suggestions and concerns in order to ensure everyone is informed of work activities including project status.

CUSTOMER SERVICE AND COMMUNICATIONS

19. Enforces the department's Customer Bill of Rights standards, such as same day customer response to e-mail and phone orders, with all staff in order to provide excellent customer service.
20. Provides onsite guidance to LADWP customers and their contractors according to DWP Electric Service Requirements standards and plans, to ensure installations are installed properly and safely.
21. Communicates with customers about issues related to deficient circuitry, metering, and electric services in order to provide potential solutions.
22. Investigates customer complaints, such as lack of timely employee response, poor customer service, and required corrections in order to resolve the customer's complaint.

