

## **ELECTRICAL SERVICES MANAGER (5265) TASK LIST - 2016**

### **Information Gathering & Analysis**

1. Reads and reviews written documents (electronic and hard copy) such as reports of council actions, staff reports, new procedures, proposed policy and procedure changes, investigation findings, local newspapers, magazines and/or charter, rule, policy or code changes (i.e. grievance and dispute handling, personnel policies, etc.) in order stay informed on current issues and topics, ensure compliance with City and department policies, gather information, background, history, or specific facts and determine their impact, make judgments on appropriateness of findings, and assure that the material meets department needs.
2. Gathers information by requesting specific information and asking others questions in person or by phone on topics such as financial matters (i.e. budget documents, cost estimates, expenditure reports, and revenue projections), legal actions, progress of projects, or employee grievances in order to obtain and document information, background, history, or specific facts.
3. Organizes data, compares facts of the information, and determines relative importance of information to reach an understanding of issues, topics, or problems and determines whether, or at what point, sufficient information is available on which to base decisions and/or make recommendations.

### **Financial Analysis & Projection/Estimation**

4. Makes decisions related to staffing and on the size or amount of anticipated income or expenses by conferring with others (i.e. subordinate supervisors, management, etc.) and based on consideration of facts, potential benefits, consequences, practicality, data, anticipated need, workload projections, organizational goals, and available resources in order to provide personnel and budgetary resources to management to facilitate accomplishment of management goals and objectives.
5. Performs statistical analyses on data such as work hours, equipment and personnel costs, and/or expenditure programs and looks for patterns or trends to justify budget requests, estimate operational or staffing needs, project future direction, anticipate future needs, summarize data, provide relevant statistics, support recommendations, and facilitate decision-making in order to provide personnel and budgetary resources to management to facilitate accomplishment of management goals and objectives.

### **Planning/Organizing**

6. Plans work and develops long range and overall plans and proposals for the activities and operations of a major division, unit, or department by anticipating steps, setting goals, establishing priorities and work standards and setting time schedules in order to ensure that priority assignments are handled first, that workload is distributed appropriately over time and among staff, and that projects are achieved in a timely and fiscally responsible manner.

### **Decision Making**

7. Reviews actions of staff, evaluates the feasibility of proposed projects and programs including their probable impact on other unit operations and objectives and compares the advantages and disadvantages of alternate courses of action in areas such as budget, fiscal management, cost control, personnel staffing, employee relations, grievances, and contracts by considering factors such as cost, effect on the department and/or the public, time frame, and long and short term benefits and risks and chooses among those alternative courses of actions in order to resolve matters, establish courses of action consistent with department objectives, and further department objectives.
8. Determines the concerns of elected representatives regarding specific issues by meeting and conferring with these individuals in order to provide relevant information, anticipate possible problems, and formulate solutions which are responsive to representatives' concerns.

### **Problem Solving**

9. Resolves difficult, sensitive, or controversial managerial or operational problems by consulting with superiors on policy or long range planning issues and working cooperatively with higher level managers, union leaders, and political leadership in order to suggest directions or solutions to lower level managers based on acquired expertise and experience in those areas.

### **Oral Communication & Interpersonal Skills**

10. Makes formal, oral presentations to individuals within and outside the organization including City Council, public and private agencies, union representatives, other utility companies, and community organizations in order to advocate department positions or basis of action on issues (i.e. budget, cost control, personnel matters, organizational effectiveness, department operations, resource utilization, fiscal management, and legal questions), explain background and possible options or solutions to specific targeted issues or concerns and inform and assist in the establishment, revision, or implementation of policy.

11. Communicates, advises, consults, and meets with individual complainant or grievant, members of the news media, employee organizations, union representatives, high level City management, governmental representatives, union leaders, commissioners, outside agencies, lower level department managers, and department employees (in-person, on the phone and/or through email) in a way which is clear and concise in order to explain assignments, discuss completed work and work in progress (i.e. quality, timeliness, difficulties encountered, etc.), discuss terms and conditions of employment, interpret or recommend policies and procedures, obtain support and agreement on issues, provide information (i.e. policy and procedure interpretation, Equal Employment Opportunity (EEO) issues, etc.) and a mechanism for hearing concerns, discuss and recommend solutions to complex problems, obtain information, and/or answer questions regarding department goals, timeframes, expected results, objectives, organizational structure, personnel assignments, policy and procedural issues, and internal or external factors affecting the department and its employees.

### **Written Communication**

12. Writes and/or reviews narrative reports, position papers, briefs, memos, letters, and new or revised policies, practices, or procedures ensuring that the documents reflect appropriate tone, contain adequate background and factual material, have appropriate findings and recommendations and contain language which is clear, concise, and grammatical.

### **Supervision**

13. Motivates employees by communicating goals, objectives, roles, and providing feedback on employees' contributions through personal contact, recognition, and awards in order to provide feedback, identify developmental needs, increase morale and encourage employees to perform tasks efficiently and effectively.
14. Evaluates, documents, and discusses employee performance by reviewing work of the employee and monitoring job progress on an ongoing basis in areas such as task performance, communication, unit performance, achievement of goals and objectives, and timeliness in order to ensure timely completion of work and that its quantity and quality are consistent with standards.
15. Assigns correspondence, complaints, directives, and reports relating to department concerns and confers with employees (i.e. subordinate supervisors or crew members) on any delays in their handling in order to determine methods to expedite completion.
16. Inspects job sites for work in progress and completed work, to ensure the work is proceeding on schedule and complies with specifications, accepted construction standards, and state and local regulations, and to obtain feedback from crews on working conditions.
17. Resolves conflict among employees and employee grievances by taking corrective action and/or discussing the problem with the employee's union representatives and following standard procedures in order to maintain morale and productivity and to be in compliance with policies, procedures, and regulations.

18. Plans, directs, organizes and reviews through subordinate supervisors, the work of craft, technical, professional, and clerical personnel engaged in the design, construction, operation, repair, customer service, installation, and maintenance of major electrical facilities, underground and overhead electric transmission and distribution systems, hydroelectric power plants, DC converter stations, steam-electric generating plants, and the load dispatching operations in order to sustain operation for the Department of Water and Power.

### **Oversight**

19. Monitors activity processes and work flow in areas such as employee selection, contracts, vendor performance, discipline, and EEO in order to assure compliance with applicable policies, procedures, expenditures, overtime, staffing levels, laws, and regulations.
20. Implements and enforces the National Electric Reliability Council (NERC) and the Federal Energy Regulatory Commission (FERC) regulatory compliance.
21. Reviews action plan in areas related to personnel, labor relations, organizational effectiveness, department operations, resource utilization, EEO and fiscal management in order to provide support or disapproval of the recommended course of action.
22. Manages and directs the preparation and operation of professional, technical, and support service contracts by performing activities such as determining terms of the contract, assuring compliance with the contract, and recommending and/or approving contract revisions in order to ensure proper procedures are followed and desired results are achieved.

### **Safety**

23. Directs safety programs that include safe work practices, policies, and procedures for personnel involved in operations, maintenance, and construction activities and conducts safety tours and investigates accidents or other safety related issues in order to disseminate information, ensure compliance with safety rules and regulations, receive and provide feedback from employees and initiate the necessary corrective action.