



CES Program Operations Leadership - Job Profile Matrix

Line of Business: Customer Care / Customer Energy Solutions/s Job Family: CES Program Operations Leadership Reports to (Job Title): Varies	Effective Date of Job Profile: August, 2013 Last Updated: May, 2016
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Job Family Summary	Jobs in this family are responsible for leading a team of employees who implement customer programs and deliver a positive customer experience through direct or indirect customer interactions. Build high quality relationships with other PG&E departments (stakeholders) and customers to support the operations of customer programs (Energy Efficiency, Demand Response, Distributed Generation, CARE, and Electric Vehicles). Develop and report on monthly performance including operational and financial metrics. Hold team accountable for meeting monthly and annual targets. Incumbents manage the operations of all systems and ensure the successful delivery of a good customer experience for all department programs. The position involves heavy cross-functional collaboration with all stakeholders while executing delivery of all products and programs to customers. Budgeting responsibilities include management of organizational / program budgets with a focus on labor, charge-in, and contract budgets. Develop accurate service level agreements (SLAs) with internal stakeholders for collection charge-in organizations and execute contracts with vendors to support operations of our programs including IT support, technical support, rebate processing, and project management services.	
Job Title	Supervisor, CES Program Operations	Manager, CES Program Operations
Position Title	Supervisor, CES Program Operations	Manager, CES Program Operations
PGE Job Level	Supervisor	Manager
SAP Job Code	51548642	51548641
Job Responsibilities	<ul style="list-style-type: none"> • Manages team's safety training and compliance. Ensures that all employees have the necessary safety tools to be safe and compliant. • Manages day-to-day operations of customer programs including system enhancements and system updates. Maintains standards and procedures for the team, and ensures quality control check points are defined and built into the business processes. Monitors and reports real time operational performance using metrics that are a true reflection of the day-to-day work being performed by the team. • Plans, executes and manages resources on a day-to-day basis to maximize operational efficiency and quality. Monitors progress toward operational goals and makes adjustments, as necessary. Prioritizes the team's workload based on risks and issues identified. • Maintains positive relations with business partners (internal and external) by understanding their needs and communicating with them on a regular basis. Collaborates with workgroups across the organization to achieve departmental and organizational goals. • Manages day-to-day work for vendors and ensures vendors are meeting their contractual obligations. • Leads day-to-day compliance activities to ensure compliance with all regulatory requirements including (but not limited to) CPUC, CAISO, FERC, SOX, and internal audit. • Supports management of the annual operating budget for department. • Ensures that team members have the adequate training, tools, and support to successfully perform their jobs. Provides development opportunities to team members, through assigning appropriate work that develops diverse skills, recommending training, and providing conference opportunities. 	<ul style="list-style-type: none"> • Manages organizations safety training and compliance. Ensures that all employees have the necessary safety tools to be safe and compliant. • Develops, communicates, and implements strategic direction for department. Ensures plan aligns with overall goals of CES and Customer Care. Determines performance metrics to monitor and shares business performance results. Regularly presents updates to senior leadership on status of department initiatives and goals. • Leads day-to-day operations for customer programs and ensures activities are completed in accordance with procedures. Monitors real time operational performance using metrics that are a true reflection of the day-to-day work being performed by department personnel. Drives operational metrics and process improvement. • Collaborates with key stakeholders across the organization to strategically identify and implement operational improvements including system enhancements. Prioritizes improvement opportunities, implements process improvements, and ensures changes are proactively communicated to all stakeholders. • Leads system governance including decisions on system enhancements and their effects on system strategy and other platforms; data security (internal and external users); fraud prevention; and license management. • In collaboration with key stakeholders, develops a resource strategy to maximize resources and manage day-to-day operations. Develops partner strategy, manages partner selection, and ensures partners are meeting their contractual obligations. • Develops a change management plan in collaboration with key stakeholders and leads implementation of change management activities for operational improvement initiatives. Works with CES and partner organizations to minimize impact of changes. • Ensures compliance with all regulatory requirements including (but not limited to) CPUC, CAISO, FERC, SOX, and internal audit.



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		<ul style="list-style-type: none"> Develops and manages an annual operating budget for department. Analyzes department needs and plans annual operating budget. Manages expenses vs. budget on a monthly basis, and addresses variances. Ensures that direct reports are provided the appropriate training, tools, and support to enable employees to successfully perform their jobs. Coaches and develops direct reports to help them identify developmental opportunities including rotational opportunities, special assignments, training, or conferences.
Supervisory Responsibility	<ul style="list-style-type: none"> Supervises a team of skilled professionals. Establishes clear expectations and goals for direct reports. Creates a working environment that fosters engagement, continuous improvement, business understanding, client focus and honest and open communications. Recruits/selects, communicates expectations, fosters employee engagement, coaches, develops, mentors, recognizes and rewards employees in order to drive performance and results. 	<ul style="list-style-type: none"> Manages a team of skilled professionals responsible for day-to-day operations of our customer programs including system enhancements and system updates. Establishes clear expectations and goals for department. Leads staff to accomplish results through effective recruitment and selection, training and development, performance management, change management, and rewards and recognition. Recruits/selects, communicates expectations, fosters employee engagement, coaches, develops, mentors, recognizes and rewards employees in order to drive performance and results.
Education Minimum	<ul style="list-style-type: none"> Bachelor's degree or equivalent work experience 	<ul style="list-style-type: none"> Bachelor's degree or equivalent work experience
Desired	<ul style="list-style-type: none"> Advanced degree in a related field 	<ul style="list-style-type: none"> Advanced degree in a related field
License/Certification Minimum		
Desired	<ul style="list-style-type: none"> Salesforce Administration Certification Professional Project Management Professional (PMP) certification Lean Six Sigma certification or training 	<ul style="list-style-type: none"> Salesforce Administration Certification Professional Project Management Professional (PMP) certification Lean Six Sigma certification or training
Experience Minimum	<ul style="list-style-type: none"> Five years of relevant experience 	<ul style="list-style-type: none"> Eight years of relevant experience
Desired	<ul style="list-style-type: none"> Prior supervisory experience Previous experience or familiarity working in a regulated company or environment 	<ul style="list-style-type: none"> 2 years of prior supervisory/managerial experience Previous experience or familiarity working in a regulated company or environment
Knowledge, Skills, Abilities Desired	<ul style="list-style-type: none"> Ability to create, promote and manage a safe work environment Ability to communicate and support company and organization policies, procedures, goals, objectives, vision and values Has knowledge and skills to develop and implement work plans in support of team goals Ability to manage day-to-day operations, identify and implement operational changes and improvements in support of the business Ability to develop working relationships with customers and business partners where operations, service, support or other inter-dependencies exist Ability to encourage employees to identify work process and system improvements, champion and overcome resistance to and facilitate change Ability to supervise a group of individual contributors, foster a learning environment and develop employees to ensure backfills and successors. Has an understanding of PG&E's business to maximize results, limit risks and effectively lead group 	<ul style="list-style-type: none"> Ability to create, promote and manage a safe work environment Ability to communicate and support company and organization policies, procedures, goals, objectives, vision and values Has knowledge and skills to develop and implement work plans in support of team goals Ability to manage day-to-day operations, identify and implement operational changes and improvements in support of the business Ability to develop working relationships with customers and business partners where operations, service, support or other inter-dependencies exist Ability to encourage employees to identify work process and system improvements, champion and overcome resistance to and facilitate change Ability to supervise a group of individual contributors, foster a learning environment and develop employees to ensure backfills and successors Has an understanding of PG&E's business to maximize results, limit risks and effectively lead group



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Other Minimum		
Desired	<ul style="list-style-type: none">• Typical internal interactions are with supervisors and managers	<ul style="list-style-type: none">• Typical internal interactions are with supervisors, managers and directors.• May interact with senior directors and officers.