



Operations Support Job Profile

Job Family: Operations Support Department: Cross-Functional Function: Customer Care Reports to (title): Managers, Senior Managers, Directors	Last Updated: September 2011
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Job Summary	<ul style="list-style-type: none"> Support department and/or line of business system needs. Identify and implement process and system improvements, manage communications, coordinate and deliver trainings for essential business procedures/processes, and drive development of new resources and tools. 				
Major Responsibilities	<ul style="list-style-type: none"> Manage communications Develop internal work procedures and initiate process improvements Assist Management with the leadership of key department initiatives such as system development, training and focused campaigns/initiatives Liaison between various departments and cross functional teams Influence decisions, providing recommendations for change that will lead to the success of company goals and cost effectiveness Research and data analysis; compile and prepare reports for upper management Utilize system and personnel resources to successfully address inquiries from internal business partners Support organization as a subject matter expert by providing information and direction to resources through various delivery channels Develop and manage trainings to enhance knowledge and job skills Participate on cross functional teams 				
Job Title	Cust Care Operations Specialist, Associate	Cust Care Operations Specialist	Cust Care Operations Specialist, Senior	Cust Care Operations Specialist, Expert	Cust Care Operations Specialist, Principal
Position Title	Operations Specialist, Associate Sales Operations Specialist, Associate	Operations Specialist Sales Operations Specialist	Operations Specialist, Senior Sales Operations Specialist, Senior	Operations Specialist, Expert Sales Operations Specialist, Expert	Operations Specialist, Principal Sales Operations Specialist, Principal
PGE Job Level	Associate	Career	Senior	Expert	Principal
SAP Job Code	50419567	50419568	50419569	50419570	50419571
FLSA Status	Exempt	Exempt	Exempt	Exempt	Exempt
Distinguishing Characteristics	<ul style="list-style-type: none"> Has basic understanding of department and/or line of business function and responsibilities Basic understanding of internal business partner functions and tools and resources used to perform job duties Assists others using established processes, practices and procedures as directed Communicates with peers within and outside of the department, providing information or exchanging data Assigned to handle the standard 	<ul style="list-style-type: none"> Full understanding of department and/or line of business function and responsibilities Full understanding of internal business partner functions and tools and resources used to perform job duties May gain expertise and serve a particular niche where they are depended upon by other people to provide insight/feedback. Manages an ongoing activity, tool or system Communicates with peers inside and outside of the department exchanging 	<ul style="list-style-type: none"> Advanced knowledge of department and/or line of business function and responsibilities Advanced knowledge of internal business partner functions and tools and resources used to perform job duties Develops new approaches, processes and tools by modifying existing solutions May serve as a team lead teams to develop new products or improve processes Manages a complex project or initiative that may combine elements of multiple 	<ul style="list-style-type: none"> Broad expertise on department and/or line of business function management and applies advanced knowledge to wide-ranging issues. Develops innovative solutions to complex issues Reviews and provides feedback on project deliverables for team members serving as a point of quality control Works with and leverages relationships with Directors and Managers across functions to implement organization wide initiatives. 	<ul style="list-style-type: none"> Solves unique and complex problems for department and/or line of business that have company wide impact and risk, anticipating issues and developing innovative solutions Works with Senior Management on strategic planning and decision making for department and/or line of business Manages high complexity cross-functional projects and working with multiple departments. Provides unique subject matter



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	inquiries and reactive tasks, seeking guidance and advice from peers and Supervisor	<ul style="list-style-type: none"> ideas or gathering information Participates as an active team members on cross functional core teams to develop new products and/or improve processes Is able to handle more complex tasks. Exercises judgment by selecting from different methods, approaches and tactics. Receives little instruction on day-to-day work and general guidance on new assignments. 	<ul style="list-style-type: none"> stakeholder groups and may work at the manager level. Presents findings and recommendations to function management Solves moderate to complex problems and takes a new perspective on existing solutions. Works independently with limited guidance. May be responsible for managing budget expenditures 	<ul style="list-style-type: none"> May be responsible for managing budget expenditures 	<ul style="list-style-type: none"> presentations on company initiatives to higher levels of management.
Supervisory Responsibility	None	None	None	<ul style="list-style-type: none"> Provide direction and coaching to other team members. May serve as a team lead 	<ul style="list-style-type: none"> Provide direction and coaching to other team members. May serve as a team lead
Education	<ul style="list-style-type: none"> Bachelor's degree in Business, Marketing, Communications or related field or equivalent experience 	<ul style="list-style-type: none"> Bachelor's degree in Business, Marketing, Communications or related field or equivalent experience 	<ul style="list-style-type: none"> Bachelor's degree in Business, Marketing, Communications or related field or equivalent experience 	<ul style="list-style-type: none"> Bachelor's degree in Business, Marketing, Communications or related field or equivalent experience MBA or equivalent graduate degree desired 	<ul style="list-style-type: none"> Bachelor's degree in Business, Marketing, Communications or related field or equivalent experience MBA or equivalent graduate degree desired
License/Certification					
Experience	Typically requires 0-3 years of related experience or equivalent	Typically requires 3+ years of related experience or equivalent	Typically requires 5+ years of related experience or equivalent	Typically requires 8+ years of related experience or equivalent	Typically requires 10+ years of related experience or equivalent
Knowledge, Skills, and Abilities	<ul style="list-style-type: none"> Qualitative and quantitative analytical skills Adaptable to changing environments and ability to learn new concepts quickly Organizational skills; ability to multitask Verbal and written communication Proficient in Excel, Powerpoint and MS Word Public speaking and presentation abilities Ability to manage multiple projects with demanding time constraints 	<p>In addition to those for Associate, Career requires:</p> <ul style="list-style-type: none"> Able to present research findings and make recommendations to stakeholders Ability to create compelling business cases Demonstrated ability to participate in multi/cross-functional teams in a matrix environment Communications across functions. Can provide input and direction to team members Full understanding of MS Office 	<p>In addition to those for Career, Senior requires:</p> <ul style="list-style-type: none"> Ability to lead teams Ability to communicate findings and recommendations at the Manager level Advanced understanding of MS Office 	<p>In addition to those for Senior, Expert requires:</p> <ul style="list-style-type: none"> Demonstrates ability to lead multi/cross-functional teams in a matrix environment Inter-organizational management of complex, strategic projects Ability to communicate at the Director level 	<p>In addition to those for Senior, Principal requires:</p> <ul style="list-style-type: none"> Inter-organizational management of complex, strategic projects Ability to communicate at the Executive level
Working Conditions	Majority of work will be performed in PG&E office setting with some travel for meetings and trainings. Travel required 10% of the time.				

Note: The above job profile is meant to describe the general nature and level of work being performed; it is not intended to be an exhaustive list of all responsibilities, duties, and skills required for the position.



Supplemental Information	Valid CA drivers license required
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Technical Competencies	Technical Competency Descriptions	Proficiency Level*				
		Associate	Career	Senior	Expert	Principal
Active Listening	Demonstrates skill in giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, not interrupting at inappropriate times	Proficient	Proficient	Advanced	Advanced	Master
Workload / Time Management	Organizes multiple assignments, sometimes of a complex nature or involving competing priorities, to produce work products that are accurate, thorough, and on time	Proficient	Proficient	Advanced	Master	Master
Utility Industry Knowledge	Knows the business and its environment; is knowledgeable about key issues and trends including emerging best practices and technology; is familiar with the industry language and terminology	Novice	Novice	Proficient	Advanced	Master
Relationship Building	Develops and maintains work relationships, contacts, and networks; demonstrates skill in achieving cooperation from others in order to achieve a goal	Proficient	Advanced	Advanced	Master	Master
Organizational Savvy	Grasps the workings of the total organization as a formal and informal system; aligns and maneuvers organizational resources and internal politics skillfully to solve problems or accomplish goals	Novice	Proficient	Advanced	Master	Master
Communication Management	Manages communication activities to ensure all communication pieces clearly and accurately describe information in common, understandable terms and are consistent with company guidelines, policies, and procedures.	Novice	Proficient	Advanced	Advanced	Master
Training Others	Effectively communicates information for the purpose of having others learn, understand, and apply specific principles, techniques, or information.	Novice	Proficient	Proficient	Advanced	Master
Presentations Skills	Demonstrates skill in delivering clear, understandable oral presentations to groups; effectively organizes and tailors presentation to meet the needs of the audience.	Novice	Proficient	Advanced	Advanced	Master
Data Management	Gathers, groups, classifies, or arranges written information or data in some meaningful order or form (for example, reports, charts or graphs); data management includes determining what data to gather; and accurately maintaining data files.	Proficient	Proficient	Advanced	Advanced	Master
Process Improvement	Identifies process problems and opportunities for improvement and simplification and takes action to control and improves processes.	Novice	Proficient	Advanced	Advanced	Master

***Proficiency Levels**

Novice: Demonstrates general understanding of knowledge, principles, and/or applications of the area; is able to complete routine assigned tasks with minimal guidance or supervision.

Proficient: Demonstrates solid understanding of knowledge, principles, and/or applications of the area; is able to complete moderately complex projects, with minimal guidance and supervision.

Advanced: Demonstrates advanced understanding of knowledge, principles, and/or applications of the area; is able to understand complex ideas and make recommendations in this area. May guide efforts of others on the team.

Master: Demonstrates mastery of knowledge, principles, and/or applications of the area; is able to lead and direct others in this area.