



CES Program Management Leadership - Job Profile

Line of Business: Customer Care / Customer Energy Services Job Family: CES Program Management Leadership Reports to (Job Title):	Effective Date of Job Profile: October, 2013
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Job Family Summary	<p>Direct the product management functions for the Customer Energy Solutions product portfolio. The core responsibility of this role is to create and execute the strategic vision for optimizing the product portfolio to meet customer and PG&E needs, managing all products throughout the product lifecycle. The Director leads teams of product managers and support functions, such as engineering, to evaluate and develop new offerings, manage and support existing products in the market, and sunset products at end of life to maintain an optimal portfolio.</p> <p>Also directs the program management functions for key programs in balancing accounts. The core responsibility of this role is to set the strategic vision for the regulatory program, achieve all program deliverables, manage the program budget, and interact with external stakeholders related to the program.</p>
Job Title	Senior Manager, CES Program Management
Position Title	Senior Manager, CES Program Management
PGE Job Level	Senior Manager
SAP Job Code	51569139
Job Responsibilities	<ul style="list-style-type: none"> • Translates functional goals into programs/products including business cases, readiness and adoption milestones, Emerging Technologies and codes and standards. • Interprets, recommends and executes long-term portfolio strategy for energy efficiency, demand response self-generation and/or pricing, including meeting customer needs, ensuring cost effectiveness, implementation efficiency, shareholder and regulatory policy. • Oversees three to five initiative/product/program teams for the implementation of the product portfolio strategy, through the product lifecycle, including management of existing products in the market, creation and approval of workpapers, development of new products, revisions to existing products to better meet customer needs or improve efficiency of delivery, and sunset of products at the end of their lifecycle. Ensure the maintenance of a product database. • Creates key metrics for product portfolio for accurate and timely reporting to PG&E management and regulatory entities. • Ensures portfolio meets regulatory requirements. • Develops strategies for multiple regulatory programs to align with customer needs, regulatory/legislative policy, and business objectives. • Identifies and understands customer needs and problems, industry landscape, and risks and opportunities of multiple customer segments, channels, or technologies. • Creates and oversees metrics to ensure excellent administration of the program, which may include energy efficiency savings; program budgets; other deliverables.
Supervisory Responsibility	<ul style="list-style-type: none"> • Recruits/selects, communicates expectations, fosters employee engagement, coaches, develops, mentors, recognizes and rewards employees in order to drive performance and results. • Manages professional employees.
Education Minimum	<ul style="list-style-type: none"> • Bachelor of Arts or Bachelor of Science in Business, Economics, or Engineering; or equivalent related work experience
Desired	<ul style="list-style-type: none"> • Related MBA or equivalent graduate degree highly desired
License/Certification Minimum	
Desired	



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Experience Minimum	<ul style="list-style-type: none">• Eight years of relevant experience
Desired	<ul style="list-style-type: none">• Two years of supervisory/managerial experience
Knowledge, Skills, Abilities Desired	<ul style="list-style-type: none">• Ability to create, promote and manage a safe work environment• Ability to develop and manage dept. budgets, expenses, variances• Ability to communicate and support company and organization policies, procedures, goals, objectives, vision and values• Knowledge and skills to develop and implement short and medium-term strategy in support of company and organizational objectives that affect multiple teams or a large work unit representing multiple disciplines• Knowledge and skills to develop and implement work plans in support of dept. goals that affect multiple teams or a large work unit representing multiple disciplines• Knowledge and skills to develop operating policies and procedures; ability to monitor operations, identify and implement metrics, operational changes and improvements in support of business strategies, goals and objectives• Ability to develop working relationships with customers & business partners ensuring that work plans and operations are coordinated, aligned and support department and company goals and objectives; ability to persuade higher levels of leaders and leadership peers to change positions or approach based on situational need• Ability to encourage employees to identify work process and system improvements, incorporate benchmarking and best practices, champion and overcome resistance to and facilitate change• Ability to convey credibility confidence and sense of authority. Conveys messages simply, concisely and at right pace and tone for audience. Remains calm, controlled and productive when confronted by opposition or work stress• Ability to foster a learning environment and to develop employees to ensure backfills and successors. Has an understanding of PG&E's business to maximize results, limit risks and effectively lead group• Extensive knowledge of demand-side management products, utility economics, economic theory, regulatory policy. Experience with planning and delivery of demand-side products
Supplemental/ Other Minimum	
Desired	<ul style="list-style-type: none">• Typical internal interactions are with managers, directors and senior directors.• May interact with officers.