



# Program Engineering Job Profile

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| Job Family: Program Engineering<br>Function: Customer Care<br>Reports to: Managers & Supervisors | Last Updated: April 2011 |
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| <b>Job Family Summary</b><br><i>Provide engineering support for energy efficiency program applications and projects</i> <ul style="list-style-type: none"> <li>▪ <b>Engineering and Technical Review:</b> Review accuracy of technical information, assumptions and calculations for program work papers, project applications, deemed rebates, engineering specifications and other technical and application documentation related to programs and projects</li> <li>▪ <b>Pre-installation and Post Construction Reports:</b> Schedule and complete pre-installation reports and/or post construction field verifications and reports</li> <li>▪ <b>Engineering Assessments:</b> Provide engineering assessments of new products and/or technologies for energy savings potential, incentive program (channel) development, marketing material claims, integrated RCx and other audits and applications reviews.</li> <li>▪ <b>Work-paper Support:</b> Create workpapers that support programs and projects, and create and maintain workpaper tracking databases</li> <li>▪ <b>Contract Management:</b> Provide management of technical contracts, projects and facilities as assigned.</li> <li>▪ <b>Project Management:</b> May manage projects in support of Product Management, the department or organization in need of technical expertise</li> </ul> |  |   |   |   |  |
| <b>Job Title</b>  | Cust Care Program Engineer, Associate  | Cust Care Program Engineer, Career  | Cust Care Program Engineer, Senior  | Cust Care Program Engineer, Expert  | Cust Care Program Engineer, Principal  |
| <b>Position Title</b>   | Program Engineer, Associate  | Program Engineer  | Program Engineer, Senior  | Program Engineer, Expert  | Program Engineer, Principal  |
| <b>PGE Job Level</b>  | Associate  | Career  | Senior  | Expert  | Principal  |
| <b>SAP Job Code</b>   | 50419572   | 50419573  | 50419574  | 50419575  | 50419576   |
| <b>Distinguishing Characteristics</b>   | <ul style="list-style-type: none"> <li>• Uses established processes, practices and procedures to conduct:               <ul style="list-style-type: none"> <li>– Common, basic and standard technical reviews of calculated project applications, engineering calculations, workpapers for deemed rebates</li> <li>– Complete pre-installation and post construction field verification reports, conduct workpaper review and engineering assessments.</li> <li>– Engineering assessments of new / ongoing products or technologies, incentive program (channel) development marketing material claims, integrated, RCx and other audits</li> </ul> </li> <li>• Communicates with peers inside and outside of the department in order to obtain or provide information and data upon request</li> <li>• Detailed work instruction is provided and work is prioritized and reviewed regularly by Senior Engineers.</li> </ul> | <ul style="list-style-type: none"> <li>• Selects from different methods, approaches and tactics to:               <ul style="list-style-type: none"> <li>– Create maintain and revise Core, 3P and GP Workpapers based on codes changes, EM&amp;V studies, other IOUs, technology developments, etc.</li> <li>– Technical review of calculated project applications; engineering calculations</li> <li>– Complete pre-installation reports and/or post construction field verifications and reports;</li> <li>– Engineering assessments of: new / ongoing products or technologies incentive program development, marketing material claims, energy audits application reviews</li> </ul> </li> <li>• Create and manage contracts (&lt;\$100K) for the following:               <ul style="list-style-type: none"> <li>– Development / revision of workpapers</li> <li>– Various Technical assessments and projects as assigned.</li> </ul> </li> <li>• Works independently, general guidance is</li> </ul> | <ul style="list-style-type: none"> <li>• Uses advanced knowledge to solve complex problems with unique circumstances to conduct technical reviews, complete pre-installation and post construction field verification reports, conduct workpaper review and engineering assessments</li> <li>• Negotiate necessary workpaper changes with Energy Division staff.</li> <li>• Coordinate overall set of assigned workpapers, including core, third party and local government partnerships.</li> <li>• Create and manage contracts for:               <ul style="list-style-type: none"> <li>– Development / revision of workpapers</li> <li>– Technical assessments</li> <li>– Manage overall "matrix" of Technical master contracts.</li> <li>– Management of projects, consulting and PG&amp;E labs such as FSTC /ATS</li> </ul> </li> <li>• Provide technical leadership by:               <ul style="list-style-type: none"> <li>– Developing program technical</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Act as liaison with PG&amp;E departments and regulators developing, negotiating and implementing program policy and technical rules for engineering applications.</li> <li>• Provide policy level advice to PG&amp;E management on program technical issues.</li> <li>• Acting independently, provide leadership of engineering support for Core Products, 3P, GP and other organizations programs:               <ul style="list-style-type: none"> <li>– Developing organization program technical requirements.</li> <li>– Recommend cost and quality improvements.</li> <li>– Supporting organization programs and service system and state-wide technical policy.</li> <li>– Support delivery and technology transfer of organization programs and services.</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Function as liaison with PG&amp;E departments and regulatory bodies in developing, negotiating and implementing program policy strategy and developing new technical rules for engineering applications.</li> <li>• Provide policy level advice to PG&amp;E and regulatory management on program technical issues.</li> <li>• Work with state and national code and policy makers to influence energy efficiency standards and policies.</li> <li>• Manage special projects in support of Product Manager technical needs.</li> <li>• Lead and coordinate engineering support for the highest complexity projects organizing and working with matrixed cross-functional teams consisting of as well as through contracts with technical consulting firms.</li> <li>• Uses unique engineering or subject matter expertise to complete</li> </ul> |



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|                                   |   | <p>provided on new assignments</p> <ul style="list-style-type: none"> <li>Communicates with peers inside and outside of the department to exchange ideas or to understand and gather information that is needed.</li> </ul> | <p>requirements.</p> <ul style="list-style-type: none"> <li>Recommend cost and quality improvements.</li> <li>Supporting programs and service system and state-wide technical policy.</li> <li>Support delivery and technology transfer of programs and services.</li> <li>Influence energy efficiency standards and policies at state and national levels.</li> <li>Make technical presentations to wide range of audiences, from technical experts to politicians.</li> </ul> | <ul style="list-style-type: none"> <li>Influence energy efficiency standards and policies at state and national levels.</li> <li>Negotiate necessary changes with Energy Division staff.</li> <li>Manage special projects in support of Product Manager technical needs.</li> <li>Lead and coordinate engineering support for complex projects with PG&amp;E engineers as well as through contracts with technical consulting firms.</li> <li>Complete engineering assessments of :             <ul style="list-style-type: none"> <li>New / ongoing products or technologies for energy savings potential.</li> <li>Large incentive program (channel) development,</li> </ul> </li> <li>Manage large TPS (spell out acronym) responsibilities like:             <ul style="list-style-type: none"> <li>Overall "matrix" of Technical master contracts.</li> <li>Client relationships for the overall set of assigned workpapers, including core, third party and local government partnerships.</li> <li>project, consulting and other contracts, PG&amp;E labs such as FSTC (spell out acronym) or ATS (spell out acronym) as assigned</li> </ul> </li> <li>Make technical presentations to wide range of audiences, from technical experts to politicians.</li> <li>Provide leadership and training to junior members of TPS and project managers on technical, program and business skills levels.</li> <li>Be prepared to substitute for supervisors and managers for vacation relief.</li> </ul> | <p>engineering assessments of :</p> <ul style="list-style-type: none"> <li>Major new / ongoing products or technologies for energy savings potential.</li> <li>The largest incentive program (channel) development,</li> <li>Make technical presentations to wide range of audiences, including senior management at PG&amp;E and externally, technical experts to politicians.</li> <li>Business process re-engineering work, change management and education in support of quality and efficiency on behalf of the department</li> <li>Provide leadership and training to junior members of TPS and project managers on technical, program and business skills levels.</li> <li>Be prepared to substitute for supervisors and managers for vacation relief.</li> </ul> |
| <b>Supervisory Responsibility</b> |   |   | <ul style="list-style-type: none"> <li>Lead project teams or work groups as assigned.</li> </ul>  | <ul style="list-style-type: none"> <li>May supervise 1 or 2 employees. Provide coaching, mentoring and direction to other Engineers.</li> </ul>  | <ul style="list-style-type: none"> <li>May supervise 1 or 2 employees. Provide coaching, mentoring and direction to other Engineers.</li> </ul>  |
| <b>Education</b>                  | <ul style="list-style-type: none"> <li>Required: BS Engineering</li> <li>Desired: BS Mechanical / Electrical Engineering</li> </ul> | <ul style="list-style-type: none"> <li>Required: BS Engineering</li> <li>Desired: BS Mechanical / Electrical Engineering</li> </ul>   | <ul style="list-style-type: none"> <li>Required: BS Engineering</li> <li>Preferred: MS in Engineering</li> </ul>  | <ul style="list-style-type: none"> <li>Required: BS Engineering</li> <li>Preferred: MS Engineering or MBA</li> </ul>   | <ul style="list-style-type: none"> <li>Required: BS Engineering</li> <li>Preferred: MS Engineering or MBA</li> </ul>   |



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| License/<br>Certification<br>Desired   | <ul style="list-style-type: none"> <li>• Engineer in Training EIT preferred</li> <li>• Valid California driver's license</li> </ul>  | <ul style="list-style-type: none"> <li>• Required: Engineer in Training (EIT)</li> <li>• Valid California driver's license</li> </ul>  | <ul style="list-style-type: none"> <li>• Required: Professional Engineering (PE) license</li> <li>• Valid California driver's license</li> </ul>   | <ul style="list-style-type: none"> <li>• Required: Professional Engineering (PE) license</li> <li>• Valid California driver's license</li> </ul>   | <ul style="list-style-type: none"> <li>• Required: Professional Engineering license</li> <li>• Valid California driver's license</li> </ul>  |
| Experience                             | <ul style="list-style-type: none"> <li>• None required beyond college degree.</li> <li>• <i>Desired:</i> Prior related experience</li> </ul>   | <ul style="list-style-type: none"> <li>• Required: 2 years of related experience,</li> <li>• <i>Desired:</i> Utility industry experience</li> </ul>  | <ul style="list-style-type: none"> <li>• Required: 4 years of related experience</li> <li>• <i>Desired:</i> Utility industry experience</li> </ul>   | <ul style="list-style-type: none"> <li>• Required: 6 years of related experience,</li> <li>• <i>Desired:</i> Utility industry experience</li> </ul>  | <ul style="list-style-type: none"> <li>• Required: 8 years of related experience</li> <li>• <i>Desired:</i> Utility industry experience</li> </ul>   |
| Knowledge,<br>Skills, and<br>Abilities | <p><i>Required:</i></p> <ul style="list-style-type: none"> <li>• Proficient in MS Excel, Word</li> <li>• Strong focus on client and customer satisfaction</li> </ul> <p><i>Desired:</i></p> <ul style="list-style-type: none"> <li>• Experience with energy efficiency Building, Lighting, Process and/or HVAC technologies and preferably with installation or upgrade project experience.</li> <li>• Strong written and verbal communication skills</li> </ul>   | <p><i>Required:</i></p> <ul style="list-style-type: none"> <li>• Proficient in MS Excel, Word</li> <li>• Strong focus on client and customer satisfaction</li> <li>• Written and verbal communication skills</li> <li>• Presentation skills – knowledge of MS power point</li> <li>• Experience with energy efficiency Building, Lighting, Process and/or HVAC technologies and preferably with installation or upgrade project experience.</li> </ul> <p><i>Desired:</i></p> <ul style="list-style-type: none"> <li>• Knowledge of building design practice and building systems such as HVAC, lighting and building envelope.</li> </ul> | <p><i>Required:</i></p> <p>Knowledge of building design practice and building systems such as HVAC, lighting and building envelope.</p> <p><i>Desired:</i></p> <ul style="list-style-type: none"> <li>• Knowledge of Title-20 and Title 24 building codes.</li> <li>• Certification in energy efficiency field such as Certified Energy Manager or Auditor.</li> <li>• MSE or MBA.</li> <li>• Published technical papers.</li> <li>• Experience leading technical teams.</li> <li>• engineering and project management skills, team building and initiative as well as knowledge of external building industry organizations</li> <li>• Project management skills, team building and initiative as well as knowledge of external building industry organizations, codes &amp; standards such as Title 20 &amp; 24, construction techniques and energy efficiency.</li> </ul> | <p>In addition to those desired for Senior, Expert requires:</p> <ul style="list-style-type: none"> <li>• Skills in training consulting and leadership</li> <li>• Ability to work with Directors and Managers across functions to influence decisions</li> <li>• Ability to act as team lead and provide coaching and direction to less experienced employees</li> </ul> | <p>In addition to those for, Principal requires:</p> <ul style="list-style-type: none"> <li>• Political awareness and ability to operate at high level of bureaucracy and with leaders in regulation and corporate management</li> <li>• Ability to act as team lead and provide coaching and direction to less experienced employees</li> </ul> |
| Working<br>Conditions                  | <p><i>Work is based in San Francisco General Office, certain positions may be posted in San Ramon or other locations in PG&amp;E service territory as required. Work is mixture of office and field work, engineers are expected to be able to access machinery on roofs and other locations in commercial and industrial buildings, driving a vehicle is required, travel will average 10% to 25% of time depending on exact program responsibilities. Career and above will be expected to attend professional society meetings and other conferences or workshops in continental North America.</i></p> |  |  |  |  |
| Supplemental<br>Information            | <p><i>Engineers must reside in the PG&amp;E service territory. Most work will be located in SF GO and engineers will be expected to work out that office.</i></p>  |  |  |  |  |



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| Technical Competencies                                    | Technical Competency Descriptions   | Proficiency Level* |            |            |          |           |
|---|---|--------------------|------------|------------|----------|-----------|
|   |   | Associate          | Career     | Senior     | Expert   | Principal |
| <b>Project Engineering</b>                                | <i>Performs engineering analyses, studies, and develops conceptual designs.</i>   | Proficient         | Proficient | Advanced   | Master   | Master    |
| <b>Consultative/ Solution Based Sales</b>                 | <i>Effectively links products and/or services to the address the customer's business needs; articulates and positions solution implications, options, and approaches to meet customer objectives.</i>   | Novice             | Proficient | Proficient | Advanced | Master    |
| <b>Guidance &amp; Compliance Support (Customer Care)</b>  | <i>Evaluates and recommends technologies and best management practices for achieving compliant energy efficiency; works with business partners and take the lead on developing and implementing appropriate compliant energy efficiency solutions.</i>  | Novice             | Proficient | Proficient | Advanced | Master    |
| <b>Policy &amp; Standards Development (Customer Care)</b> | <i>Manages the Company's involvement in government and manufacturing energy efficiency standards establishing committees and processes, working with other utilities, government and manufacturing organizations, advocacy groups and bodies. Establish policies, procedures and standards for PG&amp;E client/account facing energy efficiency programs.</i> | Novice             | Proficient | Proficient | Advanced | Master    |
| <b>Product Development &amp; Management</b>               | <i>Develops, coordinates, manages, and/or evaluates the development of product processes for new and existing products.</i>   | Novice             | Proficient | Proficient | Advanced | Master    |
| <b>Technological Issue Resolution</b>                     | <i>Serves as a point of contact on technological issues and searches for ways to improve existing methodology and apply new technology as it becomes available.</i>   | Novice             | Proficient | Proficient | Advanced | Master    |
| <b>Project Management Skills</b>                          | <i>Effectively structures and controls work on a project; integrates all aspects, ensures that work progresses on schedule and that work meets specification or required standard.</i>  | Novice             | Proficient | Proficient | Advanced | Master    |
| <b>Time Management</b>                                    | <i>Prioritizes tasks with respect to importance and deadlines; adjusts priorities as situations change; utilizes sound methods to plan and track work and appointments; meets deadlines.</i>  | Proficient         | Proficient | Advanced   | Advanced | Advanced  |

### \*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.