



## Customer Operations Regulatory Policy Leadership - Job Profile

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| <b>Line of Business:</b> Customer Care / Customer Operations<br><b>Job Family:</b> Customer Operations Regulatory Policy Leadership<br><b>Reports to (Job Title):</b> | <b>Effective Date of Job Profile:</b> October, 2013<br><b>Last Updated:</b> |
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| <b>Job Family Summary</b>                   | Manages the regulatory and financial aspects of the CORP organization, including the SmartMeter and SmartMeter Opt-Out Programs.   |
| <b>Job Title</b>                            | <b>Manager, Customer Operations Regulatory Policy</b>  |
| <b>Position Title</b>                       | Manager, Customer Operations Regulatory Policy   |
| <b>PGE Job Level</b>                        | Manager  |
| <b>SAP Job Code</b>                         | 51576667   |
| <b>Job Responsibilities</b>                 | <ul style="list-style-type: none"> <li>Provides regulatory guidance and support on Customer Operations regulatory issues and rate cases to maximize likelihood of success and achievement of Customer Care goals. Manage all Customer Operations-related discovery, including GRC Phases 1 and 2, SmartMeter Opt-Out, and State audit of SmartMeter Balancing Account.</li> <li>Manages organizational financials, including both CORP generally, SmartMeter Balancing Account, and SmartMeter Opt-Out Program (the latter two of which are specially-reported).</li> <li>Manages development of internal and external SmartMeter reports, including requests for authority to EPC and FPC; and governance materials. Process includes ensuring timely, accurate, high-quality, and thoroughly-reviewed materials.</li> <li>Originally lead development of the SmartMeter Opt-Out Program, now Project Manager for the Program.</li> <li>Manages the closeout of the SmartMeter Project, including working collaboratively with the operational departments to which SmartMeter-related issues will transition.</li> </ul> |
| <b>Supervisory Responsibility</b>           | <ul style="list-style-type: none"> <li>Manages a team of Professional and Support employees and Contractors. Recruit/select, communicate expectations, foster employee engagement, coach, develop, mentor, recognize and reward employees in order to drive performance and results.</li> </ul>  |
| <b>Education Minimum</b>                    | <ul style="list-style-type: none"> <li>Bachelor's degree or equivalent experience</li> </ul>   |
| <b>Desired</b>                              | <ul style="list-style-type: none"> <li>Master's degree</li> </ul>  |
| <b>License/Certification Minimum</b>        |  |
| <b>Desired</b>                              |  |
| <b>Experience Minimum</b>                   | <ul style="list-style-type: none"> <li>8 years of relevant experience</li> </ul>   |
| <b>Desired</b>                              | <ul style="list-style-type: none"> <li>Prior supervisory/managerial experience</li> </ul>  |
| <b>Knowledge, Skills, Abilities Desired</b> | <ul style="list-style-type: none"> <li>Ability to create, promote and manage a safe work environment</li> <li>Ability to develop and manage dept budgets, expenses, variances</li> <li>Ability to communicate and support company and organization policies, procedures, goals, objectives, vision and values</li> </ul>   |



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|  | <ul style="list-style-type: none"><li>• Has knowledge and skills to develop and implement short and medium-term strategy in support of company and organizational objectives</li><li>• Has knowledge and skills to develop and implement work plans in support of dept. goals</li><li>• Has knowledge and skills to develop operating policies and procedures; ability to monitor operations, identify and implement metrics, operational changes and improvements in support of the business</li><li>• Ability to develop working relationships with customers &amp; 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</li><li>• Ability to encourage employees to identify work process and system improvements, incorporate benchmarking and best practices, champion and overcome resistance to and facilitate change.</li><li>• 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</li><li>• Ability to foster a learning environment and to develop employees to ensure backfills and successors. Has an understanding of PG&amp;E's business to maximize results, limit risks and effectively lead group</li><li>• Expert understanding of the regulatory environment, including case management procedures and processes</li><li>• Expert analytical and technical competencies related to revenue requirements, cost recovery, and policy development</li><li>• Expert understanding of accounting principles/balancing account theory, concepts, and practice</li><li>• Expert understanding of rates and tariffs theory and basic processes</li><li>• Excellent oral and written communication skills. Must be able to communicate clearly, concisely and effectively both in writing and orally</li><li>• Expert project management skills, including ability to lead a cross-functional team</li></ul> |
| <b>Supplemental/<br/>Other<br/>Minimum</b> |   |
| <b>Desired</b>                             |   |