



## Service Analysis Leadership- Job Profile Matrix

<b>Line of Business: Customer Care / Customer Energy Services/Service Analysis</b> <b>Job Family: Service Analysis</b> <b>Reports to (Job Title):</b>	<b>Effective Date of Job Profile: 08/01/13</b> <b>Last Updated:6/15/13</b>
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<b>Job Family Summary</b>	The department exists to address various competitive challenges and opportunities relative to PG&E's business, including takeover or duplication of PG&E's electric facilities by publicly owned utilities, and third party energy supply. The department also has responsibility for developing and managing economic development programs, and managing electric transmission contracts with wholesale electric providers.	
<b>Job Title</b>	<b>Manager, Service Analysis</b>	<b>Director, Service Analysis</b>
<b>Position Title</b>	Manager, Economic Development and Customer Retention	Director, Service Analysis
<b>PGE Job Level</b>	Manager	Director
<b>SAP Job Code</b>	51548074	51548073
<b>Job Responsibilities</b>	<ul style="list-style-type: none"> <li>Responsible for the management of customer loss issues in the Service Analysis department that include, rate analysis, field monitoring, program proposal review and Regulatory support. Also responsible for providing leadership to the ES&amp;S economic development field team which include rate analysis, field tool creation, localized training, state-wide economic development relationships, and monitoring/tracking of field activities.</li> <li>Track and monitor customer loss issues and provide rate analysis for the field team</li> <li>Manage Service Analysis economic development function</li> <li>Provide Regulatory support for various company proposals and programs</li> </ul>	<ul style="list-style-type: none"> <li>Oversee company's response to competitive challenges triggered by third party providers.</li> <li>Develop and manage strategy for attracting and retaining businesses with out-of-state location alternatives.</li> <li>Manage company's administration of contracts and relationships with wholesale electric providers.</li> </ul>
<b>Supervisory Responsibility</b>	Recruit/select, communicate expectations, foster employee engagement, coach, develop, mentor, recognize and reward employees in order to drive performance and results. Manages Professional employees	Recruit/select, communicate expectations, foster employee engagement, coach, develop, mentor, recognize and reward employees in order to drive performance and results. Manages Manager and Professional employees
<b>Education Minimum</b>	Bachelor's Degree or Equivalent	Bachelor's Degree or Equivalent
<b>Desired</b>	Master's Degree	Master's Degree
<b>License/Certification Minimum</b>		
<b>Desired</b>		
<b>Experience Minimum</b>	8 years of relevant experience	10 years of relevant experience



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<b>Desired</b>	Prior supervisory/managerial experience	3 years of supervisory/managerial experience
<b>Knowledge, Skills, Abilities Desired</b>	<p><b>Safety:</b> Ability to create, promote and manage a safe work environment</p> <p><b>Budget/Expenses:</b> Ability to develop and manage dept budgets, expenses, variances</p> <p><b>Communication:</b> Ability to communicate and support company and organization policies, procedures, goals, objectives, vision and values</p> <p><b>Strategy:</b> Has knowledge and skills to develop and implement short and medium-term strategy in support of company and organizational objectives</p> <p><b>Work Planning:</b> Has knowledge and skills to develop and implement work plans in support of dept. goals</p> <p><b>Operations Management:</b> 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; <b>Relationship Management:</b> 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.</p> <p><b>Continuous Improvement:</b> Ability to encourage employees to identify work process and system improvements, incorporate benchmarking and best practices, champion and overcome resistance to and facilitate change. <b>Leadership Presence:</b> 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.</p> <p><b>Functional Expertise:</b> 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.</p> <p><b>Technical Knowledge &amp; Expertise:</b></p> <ul style="list-style-type: none"> <li>• Understanding of various customer loss issues and challenges</li> <li>• Knowledge of companywide economic development practices</li> <li>• Regulatory Knowledge of various company programs</li> <li>• Knowledge of Rates Rules and Regulations</li> </ul>	<p><b>Safety:</b> Ability to create, promote and manage a safe work environment</p> <p><b>Budget/Expenses:</b> Has knowledge and skills to develop and manage dept. budgets, expenses, variances. Serves as key budget resource and guide to others.</p> <p><b>Communication:</b> Has skills to support and communicate company and organization policies, procedures, goals, objectives, vision and values</p> <p><b>Strategy:</b> Has knowledge and skills to develop and implement short, medium and long-term strategy in support of company and organizational objectives</p> <p><b>Work Planning:</b> Has knowledge and skills to ensure that managers in the organization have established work plans that support dept. goals and objectives</p> <p><b>Operations Management:</b> Has knowledge and skills to conduct operations review and planning and provide direction for changes and enhancements to ensure that operations support company and department strategy, goals and objectives</p> <p><b>Relationship Management:</b> Has skills 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.</p> <p><b>Continuous Improvement:</b> Ability to proactively recognize, plan and act on the need for innovation and improvement, helps groups and organizations to overcome resistance to change and uses benchmarking and best practices knowledge to set expectations and targets. Has change management knowledge, skills and abilities.</p> <p><b>Leadership Presence:</b> Ability to exhibit comfort in interacting with senior executives. 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.</p> <p><b>Functional Expertise:</b> 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.</p> <p><b>Technical Knowledge &amp; Expertise:</b></p> <ul style="list-style-type: none"> <li>• Extensive knowledge of energy and utility business</li> <li>• Experience with various quantitative and analytic methods</li> </ul>
<b>Other Minimum</b>		
<b>Desired</b>	<b>Interactions With Others:</b> Typical internal interactions are with supervisors, managers and directors. May interact with senior directors and officers.	<b>Interactions With Others:</b> Typical interactions are with managers, directors, and officers.