



## Program Management - Job Profile Matrix

<b>Line of Business:</b> Cross-functional <b>Job Family:</b> Program Management <b>Reports to:</b> Supervisor/Manager	<b>Effective Date of Job Profile:</b> April 2011 <b>Last Updated:</b>
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<b>Job Family Summary</b>	Manages aspects of program implementation and operations. Ensures program is operating effectively. Responsibilities typically include some or most of the following in support of Program Management to ensure attainment of program metrics/objectives. <ul style="list-style-type: none"> <li>Managing relationship with and providing direction to vendor(s)</li> <li>Developing and monitoring budgets and forecasts</li> <li>Developing, measuring and reporting on success of the program</li> <li>Partnering with the Marketing organization, vendors and external partners to develop and implement strategies to reach appropriate customer audience at the appropriate time</li> <li>Identifying and maintaining strong working relationships with all strategic programs and partners</li> <li>Partnering with Regulatory and Compliance staff to ensure compliance with all regulatory requirements and support regulatory activities by supplying information for filings, data requests, and meeting with regulators.</li> <li>Identifying stakeholders and communicate within and outside of PG&amp;E</li> <li>Developing and/or implementing policies and procedures</li> <li>Identifying new partners, technologies, and delivery channels</li> </ul>
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Job Title	Program Manager, Associate	Program Manager	Program Manager, Senior	Program Manager, Expert	Program Manager, Principal
<b>Position Title</b>	Program Manager, Associate	Program Manager	Program Manager, Senior	Program Manager, Expert	Program Manager, Principal
<b>PGE Job Level</b>	Associate	Career	Senior	Expert	Principal
<b>SAP Job Code</b>	50422893	50422894	50422895	50419577	50422896
<b>Job Responsibilities</b>	<ul style="list-style-type: none"> <li>Works on structured or routine assignments of limited scope and complexity.</li> <li>Focuses primarily on own individual tasks.</li> <li>Learns to apply basic knowledge and develops professional skill set.</li> <li>Communicates with peers inside and outside of the department, providing information or exchanging data.</li> <li>Assists other Program Managers using established processes, practices and procedures as directed.</li> </ul>	<ul style="list-style-type: none"> <li>Completes assignments of moderate scope and complexity.</li> <li>Requires some guidance on moderately complex issues.</li> <li>May participate on project teams.</li> <li>Understands the basic organizational structure and how to utilize available resources.</li> <li>Communicates with peers inside and outside of PG&amp;E exchanging ideas or gathering information.</li> </ul>	<ul style="list-style-type: none"> <li>Completes moderate to complex problems and takes a new perspective on existing solutions plan and goals.</li> <li>Works independently on most issues.</li> <li>Provides direction on overall program plan and goals.</li> <li>Responsible for most/all deliverables within the program implementation plan.</li> <li>Communicates findings and recommendations to various levels of management.</li> <li>Develops budget forecasts, conducts analysis in support of indentifying budget variances and develops solutions to address.</li> </ul>	<ul style="list-style-type: none"> <li>Applies broad expertise and advanced knowledge to wide-ranging issues.</li> <li>May act as a team lead and provide direction to less experienced employees.</li> <li>Works with Directors and Managers across functions to influence decisions.</li> <li>Communicate complex ideas to diverse audiences using a variety of media.</li> <li>Integrates industry knowledge related to data into everyday business practices and decision making.</li> <li>Provides others with guidance around complex industry regulatory and compliance environment and considerations.</li> <li>Creates new and complex data models to facilitate business decisions.</li> <li>Provides direction on overall program.</li> <li>Performs in-depth quality assurance final</li> </ul>	<ul style="list-style-type: none"> <li>Recognized subject matter expert who represents PG&amp;E in regulatory and/or industry forums on subject of expertise.</li> <li>May manage major cross-functional projects and initiatives</li> <li>Coaches and mentors less experienced employees</li> <li>Solves unique and complex problems, anticipating issues and developing innovative solutions</li> <li>Demonstrates strategic leadership with internal stakeholders to support Company goals.</li> <li>Leads development of program goals and metrics to meet company goals and objectives. Collaborates across organization to ensure alignment of goals to support program.</li> <li>Responsible for utilizing other departments and teams to meet program goals.</li> </ul>



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			<ul style="list-style-type: none"> <li>Develops new and ad-hoc reports, summarizes findings and recommendations and provides business insight.</li> </ul>	<ul style="list-style-type: none"> <li>reviews and contract drafts.</li> <li>Develops new or revises existing scopes of work to ensure compliance standards and deliverables are established.</li> </ul>	<ul style="list-style-type: none"> <li>Organize and lead cross-utility project teams to influence utility, regulatory and/or industry decisions.</li> <li>Leads large statewide energy efficiency programs or efforts on behalf of PG&amp;E to resolve issues and conflicts or to educate other parties.</li> <li>Develops or provides significant input to PG&amp;E leadership, other utilities with similar programs, industry and/or regulatory decision makers to influence market place and regulatory strategies impacting PG&amp;E and its customers.</li> </ul>
<b>Supervisory Responsibility</b>					
<b>Education</b>	<ul style="list-style-type: none"> <li>Bachelor degree or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>Bachelor degree or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>Bachelor degree or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>Bachelor degree or equivalent experience in business. Master's degree preferred</li> </ul>	<ul style="list-style-type: none"> <li>Bachelor degree or equivalent experience. Master's degree preferred.</li> </ul>
<b>License/Certification</b>				<ul style="list-style-type: none"> <li>PMP Certification</li> </ul>	<ul style="list-style-type: none"> <li>PMP Certification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Prior related experience desired</li> </ul>	<ul style="list-style-type: none"> <li>3 years of related experience or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>6 years of related experience or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>8 years of related experience or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>10 years of related experience or equivalent</li> </ul>
<b>Knowledge, Skills, and Abilities</b>	<ul style="list-style-type: none"> <li>Basic knowledge of Program Management.</li> <li>Ability to work in team environment</li> <li>Ability to assess and recommend solutions for routine projects</li> <li>Possesses general technical knowledge</li> <li>Ability to learn new concepts quickly</li> <li>Organizational skills</li> <li>Verbal and written communication skills</li> <li>Proficient with Microsoft Office products including Word, Excel, Access, Visio, PowerPoint</li> </ul>	<ul style="list-style-type: none"> <li>Full understanding of Program Management.</li> <li>Ability to assess and recommend solutions for assigned projects</li> <li>Ability to prioritize, plan, perform and communicate activities both in written and verbal form</li> <li>Knowledge of current utility and energy industry issues, industry trends and political, economic and social issues affecting the market.</li> <li>Knowledge of energy industry applications to local level customers, including energy issues, customer energy efficiency applications, and general customer information.</li> <li>Proficient with Microsoft Office</li> </ul>	<ul style="list-style-type: none"> <li>Advanced knowledge of Program Management</li> <li>Ability to communicate findings and recommendations to various levels of management.</li> <li>Ability to effectively manage multiple projects with demanding time constraints.</li> <li>Knowledge and understanding of business drivers.</li> <li>Demonstrated ability to manage or direct teams</li> <li>Ability to work within a Regulatory environment</li> <li>Ability to assess and recommend solutions for assigned projects</li> <li>Knowledge of energy industry</li> </ul>	<ul style="list-style-type: none"> <li>Advanced knowledge of Program Management</li> <li>Ability to influence leaders inside and outside of the department through data analysis, insights and recommendations</li> <li>Ability to lead large and complex projects working with cross-functional teams</li> <li>Ability to create compelling business cases based on complex business environments and inputs</li> <li>Adept at addressing issues with diplomacy and tact</li> <li>Excellent negotiation skills.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to use understanding of the business to help drive strategic decision making, and to recommend operational improvements</li> <li>Ability to lead the largest most complex projects across the line of business supported (i.e. Customer Care, Human Resources, etc.)</li> <li>Deep knowledge and expertise of business and or industry drivers</li> <li>Ability to lead large and complex projects working with cross-functional teams</li> <li>Ability to create compelling business cases based on complex business environments and inputs</li> <li>Adept at addressing issues with diplomacy and tact</li> </ul>



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		products including Word, Excel, Access, Visio, PowerPoint	applications to local level customers, including energy issues, customer energy efficiency applications, and general customer information.		
<b>Supplemental / Other Minimum</b>					
<b>Desired</b>	<ul style="list-style-type: none"> <li>Primarily office environment with extensive use of personal computers, telephone conversations, conference calls and in person meetings.</li> <li>Travel may be required.</li> </ul>	<ul style="list-style-type: none"> <li>Primarily office environment with extensive use of personal computers, telephone conversations, conference calls and in person meetings.</li> <li>Travel may be required.</li> </ul>	<ul style="list-style-type: none"> <li>Primarily office environment with extensive use of personal computers, telephone conversations, conference calls and in person meetings.</li> <li>Travel may be required.</li> </ul>	<ul style="list-style-type: none"> <li>Primarily office environment with extensive use of personal computers, telephone conversations, conference calls and in person meetings.</li> <li>Travel may be required.</li> </ul>	<ul style="list-style-type: none"> <li>Primarily office environment with extensive use of personal computers, telephone conversations, conference calls and in person meetings.</li> <li>Travel may be required.</li> </ul>