

DUTY STATEMENT**CALIFORNIA PUBLIC UTILITIES COMMISSION**

DIVISION Public Advocates Office		EFFECTIVE DATE
BRANCH/SECTION Communications & Water Policy		CLASS TITLE Program Manager
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.		PHYSICAL WORK LOCATION San Francisco or Sacramento
INCUMBENT (if known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-253-3503-001
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.		
BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS:		
Under the general direction of the Deputy Director, this position is responsible for managing activities in the Communications and Water Policy Branch (CWP) of the Public Advocates Office. This branch has primary responsibility for policy and ratemaking issues related to the communications and water industries. CWP is comprised of three sections – Cross Industry Policy & Spatial Analysis, Policy, and Customer Programs. CWP works in matrix fashion to efficiently allocate and adjust project staffing and allow staff the opportunity to specialize in one industry but take on assignments in the other. Incumbent may be assigned responsibility in other areas, as required by the Public Advocates Office.		
% of time performing monthly duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>	
55%	ESSENTIAL FUNCTIONS: Branch Management and Oversight. The Program Manager plans and organizes the work and directs the staff of the CWP Branch. The manager coordinates CWP's work with other Public Advocates Office (Cal Advocates) branches, and confers with the Public Advocates Office's Director, Deputy Director, Chief Counsel, Policy Advisor, the CPUC commissioners, advisors, and the heads of other CPUC divisions and branches. This position is responsible for directing and guiding analyses and advocacy on complex and major regulatory policy and program issues; managing the performance and workload of CWP's supervisors and staff; controlling the quality of the work performed; overseeing the preparation of reports, testimony, formal pleadings, and briefs; advising Cal Advocates management on complex, high profile and controversial policy issues; addressing staff development and performance challenges, including training, personnel selection and personnel actions; representing Cal Advocates in legislative and ex- parte activities; and, responding to press inquiries. This position also is responsible for assuring that studies, analyses and testimony developed by staff are consistent with Cal Advocates legislative mandate, policies and mission. The Program Manager will ensure that the supervisors provide timely and appropriate feedback and performance evaluations to staff, and ensure that personnel issues are addressed consistent with the state's policies and requirements.	
30%	Leadership and Policy Development. The Program Manager is an active participant in policy development, working closely with the Cal Advocates Director, Assistant Deputy Director, Deputy Director, and other managers. The Program Manager takes an active role in strategic policy and resource planning, and negotiations with other stakeholders. The Program Manger represents Cal Advocates in matters before the CPUC, other state, federal and local agencies, and carries out special assignments as determined by the Deputy Director and Director. The Program Manager also meets with CPUC decision makers, Legislative staff and the Governor's office, and senior level representatives of stakeholder organizations.	
10%	Administrative Projects and Task. The Program Manager oversees administrative duties and responsibilities of the branch, including travel and training budgets and expenditures; contract administration; assessment of IT needs, and Cal Advocates' website content. The Program Manager also will lead and/or participate in management meetings and division-wide projects.	

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5%	<p><u>MARGINAL FUNCTIONS:</u></p> <p>May assist in workshops with other branch managers, be assigned work in other areas and branches of the organization and perform other job-related duties as required to support the efforts of the Public Advocates Office.</p> <p><u>KNOWLEDGE AND ABILITIES</u> <i>[From Class Specs]</i></p> <p>Knowledge of: Trends and issues pertaining to public utilities regulations; principles of program evaluation and planning; principles and concepts of economics, econometrics, and finance in a research setting; public utilities regulatory policy analysis and formulation; Federal and State agencies involved in utilities regulation; Federal and State legislation and policies pertaining to public utilities and transportation.</p> <p>Ability to: Reason logically and creatively; utilize a variety of analytical and research techniques to resolve complex regulatory problems; develop and evaluate alternatives; analyze data and present ideas and information effectively, both orally and in writing; testify as a subject-matter expert; consult with and advise Commissioners, top management and other interested parties on a wide range of issues relating to public utilities and transportation regulations; gain and maintain the confidence and cooperation of those contacted during the course of work; coordinate the complex technical work of others; serve as a team leader to analyze the more technical and difficult situations; establish and maintain project priorities; analyze situations accurately and take effective action.</p> <p><u>SPECIAL REQUIREMENTS:</u></p> <ul style="list-style-type: none"> • Work independently under short time constraints. • Balance the needs/demands of multiple constituencies and competing deadlines while remaining flexible. • Effectively relate to all staff levels and work as a member of a team. • Able to perform effectively in a highly complex, open, and transparent public setting. • Communication, written, oral and interpersonal skills, analytics, and attention to detail. • Microsoft Office Suite, particularly Excel, Word, and PowerPoint proficiency. • Proficient in other Software – Power Flow, Stata, SPSS, MATLAB, Tableau, and/or ArcGIS. <p><u>WORK ENVIRONMENT, PHYSICAL, OR MENTAL ABILITIES:</u></p> <ul style="list-style-type: none"> • Open, and transparent public setting. • Variable office temperature. • Able to lift at least 25 pounds. • Long periods of sitting while traveling and attending workshops. • Travel outdoors during summer and winter environments. • Occasional travel to include evenings, weekend or several days at a time. <p><u>CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS:</u></p> <ul style="list-style-type: none"> • Able to use communications-related technologies, including personal computer applications, telecommunications equipment, Internet, voicemail, email, etc. • Maintain consistent attendance. • Demonstrate punctuality, initiative, and dependability. • Exercise poise and resourcefulness in overcoming challenges and obstacles and diplomacy and mutual respect in resolving conflicts with others. • Practice good teamwork, collaboration, and accountability, and maintain the confidence and cooperation of others. • Contribute to continuous improvement and a positive, high performing work environment. • Able to work full-time. 	
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT		
<p>The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.</p>		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE