

SENIOR UTILITY SERVICES SPECIALIST

November 25, 2015

TASK LIST

1. Conducts difficult and complex energy and water surveys and audits for residential customers and for commercial and industrial establishments to ensure the efficient use and conservation of electric energy and water.
2. Conducts meetings to provide utility information and to discuss Department of Water and Power Energy, water recycling and water conservation policies and practices with a variety of individuals and groups, including building architects, engineers, owners and managers; representatives of financing agencies; government officials; regulatory agencies; representatives of business organizations; residential, commercial and industrial customers.
3. Plans, develops and implements customer programs, incentives, rebates and services for water recycling, water conservation and water quality as well as energy efficiency, energy conservation and renewable energy.
4. Develops methods, procedures and standards of work performance for a staff of technical and/or support employees.
5. Gathers and/or analyzes information from various sources that could impact LADWP services or operations such as:
 - Energy/water technologies
 - Local/State/National legislative issues
 - Utility competitive intelligence
 - Market Segmentation and demographics
 - Customer needs and preferences
 - LADWP utility rates and billing practices
 - Building and plumbing codes
 - Water recycling requirements
6. Plans and conducts research on customers' needs and preferences as they relate to LADWP programs and services and presents findings to management, key stakeholders and/or customers.
7. Reviews, evaluates and reports on (by entering data into a web-based dashboard) unit programs, activities, goals, objectives and staffing requirements.
8. Develops, recommends and implements new policies and procedures pertaining to unit organization, goals and objectives as directed by management.

9. Plans, develops and implements employee training in assigned functional areas, areas of employee development as well as general LADWP policies and programs.
10. Supervises the planning, preparation and dissemination of marketing materials, including brochures, promotions, direct mail, electronic media, reports, fact sheets and other support materials.
11. Supervises the activities of a group of Utility Services Specialists and support staff who are engaged in a variety of customer related activities.
12. Fulfills supervisory Equal Employment Opportunity (EEO) responsibilities such as conducting performance evaluations of subordinate personnel related to their required duties and provides counseling and/or disciplinary action if necessary, recommends training, and prepares all employees for advancement.
13. Develops, supervises and/or assists in the drafting of requests for proposals.
14. Prepares, executes and administers contracts and customer agreements.
15. Assists in securing regulatory approvals for the delivery and use of recycled water by customers.