



ATTACHMENT A: Utilities Director Job Description

Class Title: DIRECTOR UTILITIES

Class Code: 121

Salary: \$251,409.60 - \$377,104.00 Annually

Reports To: City Manager

Supervises: Assistant Directors - Engineering/Operations; Administrative Services, Resource Management; Administrator, Utilities; Executive Secretary

Purpose of Classification

The Director of Utilities directs the activities of the Utilities Department, including water, gas and electric supply planning and acquisition, the operation of water, gas and electric distribution systems, a dark fiber telecommunications system, wastewater collection system, as well as the Customer Service Center.

Essential Duties

Essential and other important responsibilities and duties may include, but are not limited to, the following:

- Work with Utilities Department management personnel, interpreting policies of the City Council and City Manager, establishing department priorities, monitoring department performance, identifying action which will increase the department's level of performance in coordinating Utilities Department activity with other City departments.
- Participate as a member of the City Manager's Senior Management Group to review and help develop overall approaches to City issues and priorities.
- Establish and maintain a good working relationship with the City Council and Council committees on matters relating to Utilities Department activities in order to gain maximum cooperation and assistance.
- Staff liaison with the Utility Advisory Committee.
- Establish and maintain good working relationships with public groups interested in Utility services including commercial and industrial customers, environmental organizations, etc.
- Provide general directions for negotiations with water, gas and electric power producers and marketers to meet existing and forecasted supply requirements at the lowest possible cost consistent with policies of the City Council.
- Advises the City Manager in all matters pertaining to delivering and selling utility services.
- Supervise plans to ensure that the City will be able to meet customer service, operating and financial requirements.
- Assure that the City's utilities operations are run in a safe, reliable efficient and economic

manner.

- Assure that the Utilities annual operating and capital budget is consistent with goals, service needs, budget policies and procedures, and that rates are adequate to meet operating requirements to maintain appropriate levels of reserves, as well as provide a reasonable transfer to the General Fund consistent with the City Council's policies.
- Assure that the Utilities distribution and supply businesses are competitive in the electric and gas industry deregulated environment.
- Assure that the City of Palo Alto is competently represented in state regional and joint powers functions, such as the Northern California Power Agency, Bay Area Water Users, California Power Exchange (PX), and Independent System Operator (ISO).
- Assure that employee development, safety and training programs are designed and successfully implemented within the Utilities Department.
- Assure that cost effective technology is deployed within the department to meet Utility strategic objectives, industry information requirements, to enhance staff productivity and improve customer service.
- Assure that Utilities plans and programs are consistent with the City's Comprehensive Plan.
- Perform related duties and responsibilities as required.

Minimum Qualifications

Sufficient education, training and/or work experience to demonstrate possession of the following knowledge, skills, and abilities which would typically be acquired through:

- Possession of a bachelor's degree or equivalent in engineering, business, public administration or a field directly relevant to the management of a utility; master's degree in public or business administration or a related field is preferred. and
- Ten years experience in engineering, operations and/or business in a multi utilities organization, five years of which should be in a senior management capacity.

Special Requirements:

Possession of a valid California driver's license.

Knowledge, Skills, and Abilities

- Demonstrated ability in operations, financial management, organization and planning, as well as operational understanding of major utility functions.
- Flexibility, imagination, and the ability to develop and implement state-of-the-art programs, both from an operational understanding of major utility functions.
- Knowledge of and sensitivity to the interrelationship and coordination which must exist between utilities functions and other municipal programs.
- Ability to interact effectively with staff, public, elected and appointed officials, representatives of business, industry, the press, and other governmental agencies.
- Ability to analyze an effective resolution of complex operational problems in a multiple-utilities environment; maintain flexible and creative approach to issues.

- Ability to make sound financial and personnel decisions and exercise sound judgement on matters affecting the long-term viability of the Utilities.
- Ability to communicate effectively, orally and in writing, with a wide variety of individuals and groups; work independently on diverse and demanding projects; plan and implement new programs; keep informed of advances in utility and business technology.
- Skill in identifying, analyzing and resolving problems; dealing effectively with others; participating as a supporting member of a team to identify and resolve problems.
- Management skills, including the ability to organize, prioritize and evaluate work as well as the ability to supervise and direct staff are essential to success in this position.
- Knowledge of deregulation of the electric and natural gas industries in California.