



CES Engineering Services Leadership- Job Profile Matrix

Line of Business: Customer Care / Customer Energy Solutions Job Family: CES Engineering Services Leadership Reports to (Job Title): Varies	Effective Date of Job Profile: August, 2013 Last Updated: March, 2015
---	--

Job Family Summary	Responsible for all engineering related functions of the Customer Energy Services (CES) department, including setting and defending all ex ante savings values via workpapers, reviewing customized project applications, managing the Energy Division parallel review process, providing all engineering field support to the ES&S department, ensuring PG&E Marketing claims are technically accurate and managing PG&E's Food Service Technology Center in San Ramon. Responsible for ensuring PG&E obtains the highest possible shareholder return on Energy Efficiency (EE) Engineering activities as outlined in the shareholder incentive mechanism.	
Job Title	Supervisor, CES Engineering Services	Manager, CES Engineering Services
Position Title	Supervisor, CES Engineering Services	Manager, CES Engineering Services
PGE Job Level	Supervisor	Manager
SAP Job Code	51548216	51548215
Job Responsibilities	<ul style="list-style-type: none"> • Utilizes expert knowledge of PG&E and CPUC energy efficiency program policies and procedures. • Recruits, coaches, and develops customer facing engineering talent. • Supports internal clients with complex energy efficiency project issues as it pertains to program policies and CPUC acceptance/ compliance or project development and applicability. • May identify and oversee resolution of complex customer projects and issues such as validation and CPUC/ED review compliance. • Coordinates and leads cross-functional teams in the development and use of new and innovative tools, approaches or process improvement as well as policy issues. • Manages one to five contracts. 	<ul style="list-style-type: none"> • Ensures PG&E receives a high score from the CPUC on EE engineering work related to ex ante values to obtain the highest possible amount of the proposed shareholder incentive. • Provides engineering support across the service territory to Energy Sales and Solutions (ES&S) department and customers. • Ensures compliance with California Public Utility Commission (CPUC) Ordering Paragraphs on ex ante workpaper requirements and Energy Division parallel review reporting and tracking. • Provides technical Quality Assurance/Quality Control (QA/QC) for all PG&E Energy Efficiency Marketing materials. • Oversees all aspects of PG&E's Food Service Technology Center in San Ramon. • Provides engineering review in support of PG&E's customized incentive program to verify savings are accurate and defensible.
Supervisory Responsibility	<ul style="list-style-type: none"> • Supervises a group of 6 to 12 engineers. • Recruits/selects, communicates expectations, fosters employee engagement, coaches, develops, mentors, recognizes and rewards employees in order to drive performance and results. • Manages professional employees as well as contractors. 	<ul style="list-style-type: none"> • Recruits/selects, communicates expectations, fosters employee engagement, coaches, develops, mentors, recognizes and rewards employees in order to drive performance and results. • Manages supervisory, professional and support employees as well as contractors.
Education Minimum	<ul style="list-style-type: none"> • Bachelor's degree or equivalent experience. 	<ul style="list-style-type: none"> • Bachelor's degree in Engineering or equivalent
Desired	<ul style="list-style-type: none"> • Master's or MBA 	<ul style="list-style-type: none"> • Advanced degree in related field, MBA
License/Certification Minimum	<ul style="list-style-type: none"> • Valid California driver's license 	<ul style="list-style-type: none"> • Professional engineer license/certification
Desired	<ul style="list-style-type: none"> • Professional engineering license 	
Experience Minimum	<ul style="list-style-type: none"> • Five years of relevant experience 	<ul style="list-style-type: none"> • Eight years of relevant experience including Utility Customer Service, Operations and Sales required.
Desired	<ul style="list-style-type: none"> • Prior supervisory/managerial experience 	<ul style="list-style-type: none"> • Five or more years of previous supervisory or management experience



CES Engineering Services Leadership- Job Profile Matrix

Knowledge, Skills, Abilities Desired	<ul style="list-style-type: none"> • Ability to create, promote and manage a safe work environment • Ability to develop and manage budgets, expenses, variances • Ability to communicate and support company and organization policies, procedures, goals, objectives, vision and values to internal and external groups • Ability to manage day-to-day operations, identify and implement operational changes and improvements in support of the business • Ability to develop working relationships with customers and business partners where operations, service, support or other inter-dependencies exist • Ability to encourage employees to identify work process and system improvements, champion and overcome resistance to and facilitate change • 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 • Ability to foster a learning environment and to develop employees to ensure backfills and successors • Understanding of PG&E's business to maximize results, limit risks and effectively lead group • Strong leadership skills and ability to manage employees located over a wide geographic territory • Extensive knowledge of commercial, industrial, and agricultural facilities • Experience in a technical discipline and/or supervising technical engineering staff • Knowledge of energy efficiency applications for medium/large customer applications • Extensive knowledge and background in commercial, industrial and agricultural customer facilities and operations • Strong knowledge of utility energy efficiency and demand response programs • Working knowledge of CPUC standards, processes and policies for calculating energy efficiency baselines and energy savings • Experience working with different industry leaders to identify potential training and development opportunities for new technologies in the CIA industries 	<ul style="list-style-type: none"> • Ability to create, promote and manage a safe work environment • Ability to develop and manage dept. budgets, expenses, variances • Ability to communicate and support company and organization policies, procedures, goals, objectives, vision and values • Knowledge and skills to develop and implement short and medium-term strategy in support of company and organizational objectives • Knowledge and skills to develop and implement work plans in support of dept. goals • 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 • Ability to develop working relationships with customers & 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 • Ability to encourage employees to identify work process and system improvements, incorporate benchmarking and best practices, champion and overcome resistance to and facilitate change. • 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 • Ability to foster a learning environment and to develop employees to ensure backfills and successors. Has an understanding of PG&E's business to maximize results, limit risks and effectively lead group • Knowledge of energy analysis of buildings & processes • Knowledge of regulatory policy and procedures • Knowledge of state and federal building codes & standards • Knowledge of both fundamentals and advanced engineering analytics • Valid professional engineering certification • Excellent communication skills • Ability to manage large team spread across entire service territory • Ability to work with senior level executives • Working relationships with counterparts at Southern California Edison (SCE), San Diego Gas and Electric (SDG&E) and Southern California Gas (SCG). • Working relationship with CPUC Energy Division staff
Supplemental / Other Minimum		
Desired	<ul style="list-style-type: none"> • Typical internal interactions are with supervisors and managers in CES and ES&S and occasionally with directors. 	<ul style="list-style-type: none"> • Typical internal interactions are with supervisors, managers and directors. May interact with senior directors and officers.