



Program Manager (AMI)

DEFINITION

Under general direction, manages and administers the District's Advanced Metering Infrastructure (AMI) program. The Program Manager has responsibility for implementing, managing, outlining, developing, executing and ensuring completion of Program goals in support of the District's AMI program and performs functional and business operations tasks to maintain and advance the program; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

The Program Manager is a single incumbent management level classification. The Program Manager will work with stakeholders to design goals, prepare for initial deployment and develop success indicators; ensure that program activities are cohesive and that program initiatives support the optimal use of AMI technology. The incumbent is responsible for performing specialized work involving significant accountability and decision-making responsibilities. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines. The incumbent provides guidance to professional, administrative and technical staff assigned to the AMI Program.

EXAMPLES OF DUTIES

Typical duties may include, but not be limited to, the following:

- Recommends the scope of AMI Program; develops goals and objectives related to the implementation, ongoing functioning, operational efficiency and operational enhancement of the District's AMI program; designs program roadmaps and coordinates and leads Program;
- Creates detailed work plans and tasks; work with other District staff to coordinate work assignments and deployment of staff to install and repair technology and perform other tasks related to the AMI program; working with the appropriate supervisors, ensures that program tasks and milestones are met to support the integration, maintenance and advancement the AMI program;
- Plans, organizes, directs, reviews and approves work and work products of consultants and staff assigned Programs;
- Works with field personnel, customer service representatives, and other staff to ensure the system operates as designed;
- Provides technical assistance and training to staff;

- Develops, administers, and oversees Program budget; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding;
- Prepares requests for proposals and professional services agreements for vendors providing necessary and specialized services or technology to establish, maintain and/or upgrade the AMI system and program; lead, establish, and implement selection processes for outside vendors;
- Conduct return on investment (ROI) analyses;
- Reviews and recommends AMI technology;
- Coordinates with staff to ensure ensures full integration with various systems, such as utility billing, work orders, GIS, and asset management;
- Maintains the AMI customer portal;
- Collaborates with Information Systems staff to launch a secure system integration and to maintain data integrity for the program; review of hardware and software services and coordinate upgrades for efficient and optimal continuous operations;
- Monitors changes in regulations and technology that may affect the AMI program; implements policy and procedural changes to comply with regulations;
- Maintains contact with various governmental and regulatory agencies, industry related groups, and represent the District at public and professional organizations functions;
- Prepares and presents progress reports and staff reports and other correspondence related to assigned activities and services; presents reports to the Board of Directors and various community stakeholders;
- Prepares reports and documentation on Program activities; analyze Program and develop corrective actions or improvements to optimize the program;
- Establishes and maintains official AMI records and files;
- Receives, investigates, and responds to problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action;
- Ensures staff compliance with District and mandated safety rules, regulations, and protocols; and
- Performs other related work as required.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Principles and practices of program management.
- Principles and practices of vendor management.
- Principles and practices of leadership, motivation, team building, negotiations, and conflict resolution.
- Practices of AMI systems integration, administration, AMI workflow and configuration.
- Pertinent local, State and Federal laws, regulations and laws.
- Budgeting procedures and techniques as related to Program management.

Ability to:

- Organize and direct AMI Program development and implementation.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.

- Gather data from appropriate sources; analyze problems; identify alternative solutions; Program consequences of proposed actions; and implement recommendations in support of AMI Program goals.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Prepare and make effective training presentations, both formally and informally.
- Ensure goals and objectives of Program are clearly identified and communicated.
- Development and monitor assigned program budget.
- Provide or coordinate training for staff involved in AMI program activities.
- Understand, interpret, apply, and ensure compliance with all pertinent laws, codes, regulations, policies, procedures, and standards relevant to work performed.
- Evaluate and develop program improvements.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Effectively represent the department and the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance program effectiveness.

Training and Experience: Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to a bachelor's degree from an accredited college or university with major coursework in civil engineering computer science, information systems, business administration or a related field.

Experience:

- Five (5) years of increasingly responsible experience in a water utility setting of which three years must be in a supervisory role or responsibility for major utility program or department. Specific AMI or utility experience is strongly preferred.

OTHER REQUIREMENTS

- Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100 "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law."

LICENSES AND/OR CERTIFICATIONS

- Possession of or the ability to obtain an appropriate California driver's license issued by the State Department of Motor Vehicles and satisfactory driving record.

PHYSICAL DEMANDS AND WORKING CONDITIONS

During the course of performing job duties the employee will need the mobility to work in a standard office setting, operate equipment, which may include office and/or field equipment, or specialized instruments or tools requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously; enter and retrieve data from personal computers and terminals via keyboards which is often performed while sitting for extended periods of time. The employee frequently stands, walks, bends at neck and waists, twists at neck and waist, uses simple and power grasping with both hands, uses fine manipulation of both hands and fingers, and may require use of the arms above the shoulder, climb or balance; stoop, kneel or crouch. While working in the field the employee may walk on uneven or un-level ground surfaces such as hills, slopes, ditches or trenches, on or in tanks, and may work at heights up to ten to twelve feet climbing ladders or stairs. The employee is occasionally required to lift and carry short distances objects such as reams of copier paper, office supplies, files, books, printed materials and other packages or equipment weighing up to 10 to 25 pounds. This position requires that the employee demonstrate adequate hearing and speech to converse in person and over the telephone, and vision to read printed materials and use a computer screen.

The noise level in the work environment is quiet to moderate noise. The employee is exposed to outdoor temperature, humidity, wetness and dust. The position may require the ability to work overtime and weekends as needed.

Employees who drive on District business to carry out job-related duties must possess a California driver's license for the class of vehicle driven and meet automobile insurability requirements of the District including review of a recent DMV history. In order to drive, individuals must be physically capable of operating the vehicles and equipment safely.

To be successful in this job, an individual must be able to satisfactorily perform each of the listed duties. These duties are representative of the knowledge, skill and/or ability required for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and functions of the position. Requests for reasonable accommodation should be directed to the Human Resources Manager.

Established: March 2024

Approved by: Human Resources Manager