**CLASS SERIES CONCEPT AND ACCOUNTABILITIES**

The Public Utilities Manager plans, organizes, and manages the operations of utility services evaluation or compliance programs that ensure adherence with federal and state public works regulatory, audit, and rates laws, rules, and policies. Positions are responsible to ensure consumers have access to safe, reliable, and high-quality utility services at just and reasonable rates.

**TYPICAL JOB DUTIES**

Execute the policies and goals through the management of operations, people, and their work. Provide direct supervision and management over agency staff, lower level managers, and/or supervisors. Organize and assign work activities and projects, manage programs, monitor work flow, and review and evaluate work products, methods, and procedures.

Evaluate current business processes and systems, implement procedures and systems to maximize operating efficiency and to establish and maintain controls.

May assist in the preparation of the division budget and participate in forecasting additional funds needed for staffing, equipment, materials, and supplies. Implement and monitor work plans and the budget to achieve division/program goals and performance measures. Monitor performance against the division/program budget.

Provide specialized information, analysis, interpretation or application of laws, rules, policies, procedures, or program requirements. Develop or recommend new laws, rules, policies, or procedures to address emerging trends.

Lead and coordinate staff that offer recommendations and testimony related to the financial impacts of public utility regulations and rate filings.

Manage rulemaking processes or rate setting activities.

Plan for and develop regulatory strategies and implementation activities for statutory and regulatory issues. Implement or monitor complaint processing systems to ensure resolution of issues or disputes. Manage and oversee case preparation, presentation, and resolution for administrative actions.

Facilitate open meetings to address requests, such as general public comment, minor revisions to tariffs, affiliated interest filings, security issuances, or other matters relating to rates and service.

Oversee the evaluation of economic, finance, engineering studies, resource, and investment planning activities of regulated entities. Oversee and coordinate compliance audits of utility company financial statements.

Maintain comprehensive knowledge of state and federal power issues, including proposed changes of laws, rules, and policies. Communicate compliance and regulatory information and ensure correct interpretation.

The accountabilities and job duties are characteristic of the type and level of work associated with these classes*.* Individual positions may do all or some combination of the accountabilities and job duties listed, as well as other related responsibilities.

**DISTINGUISHING FEATURES**

This is a three-level classification series.

Managers make recommendations and execute strategic objectives and plans set forth by administrators and agency leadership. Managers are accountable for the operational planning and preparation of short-term (one- to three-year) plans specific to a division or group of related divisions. Managers develop operational plans of what will be focused on and how to reach the objective. Managers make recommendations to administrators with regard to the strategic plans or policy development.

**Manager 3**

Positions at this level manage resources and operations and achieve outcomes through the management of mid- to lower-level managers, supervisors, or a team of mid- to upper-level professionals to ensure the delivery of services internally or externally. Typically manages a unit that represents a considerable part of the agency’s total operations. Typically manages a broad, diverse group of functions. Operations are defined by statute, grant, and agency policy. At this level, incumbents have latitude to change the scope of operations and recommend changes to policies and procedures.

**Manager 2**

Positions at this level manage resources and operations and achieve outcomes through the management of lower-level managers, supervisors, or a team of mid-level professionals to ensure delivery of services. Managers at this level generally supervise one related function within the agency, but may supervise multiple. The units supervised may perform separate functions but are generally related and in a similar job family. Typically manages a unit that represents a moderate part of the agency’s total operations. Operates within objectives that are set by clearly defined policy, and the incumbent has moderate latitude to change the scope of operations.

**Manager 1**

Positions at this level transition from the primary function of day-to-day supervision of staff and have the added accountability of program management. Positions at this level manage resources and the work of first-line supervisors, technical, paraprofessional and lower-level professional employees to ensure the delivery of services. Positions operate within variable but defined procedures and/or clearly defined policies**.**

**EXPERIENCE AND EDUCATION**

**Manager 3**

Seven years of supervision, management, or progressively related experience; OR four years of related experience and a bachelor’s degree in a related field.

**Manager 2**

Six years of supervision, management, or progressively related experience; OR three years of related experience and a bachelor’s degree in a related field.

**Manager 1**

Five years of lead work, supervision, or progressively related experience; OR two years of related experience and a bachelor’s degree in a related field.

**ENTERPRISE COMPETENCIES**

Oregon State Government has established a set of enterprise-wide values and competencies to inform what characteristics and behaviors to seek in managers.

Manager should have a proficiency of proficient-level to advanced-level for the enterprise competencies below:

**•** Communication

• Innovation

• Intentional Engagement

• Mentoring and Developing People

• Stewardship

• Business Acumen

For more information on the enterprise competencies and proficiency levels visit https://www.oregon.gov/das/HR/Documents/mgr\_comp.pdf.

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Adopted: