



CITY OF SANTA CLARA
invites applications for the position of:

Business Analyst -Public Benefits

SALARY: \$45.05 - \$57.54 Hourly
\$7,808.00 - \$9,974.00 Monthly
\$93,696.00 - \$119,688.00 Annually

OPENING DATE: 09/13/17

CLOSING DATE: 10/04/17 04:00 PM

EXAM WEIGHT: 100% Oral, Qualifying Supplemental

TENTATIVE EXAM INFORMATION: Oral Exam- Wk. of October 23, 2017 (Open/Competitive Recruitment)

DESCRIPTION:

Preferred Filing Date: 4:00 p.m. on October 4, 2017

Submit a 1) Completed City Application and 2) Supplemental Examination Questions (includes attached written report-refer to supplemental question #4 for instructions) by the preferred filing date to receive first consideration in the screening process. This recruitment may remain open until filled.

Applications must be filled out completely. Please do not substitute "see resume" in the employment history section of the application.

Meeting the minimum qualifications does not guarantee admittance into the examination process. Only the most qualified candidates who demonstrate the best combination of qualifications in relation to the requirements and duties of the position will be invited to test. Depending on the applicant pool, a limited number of applicants may be invited to the oral examination. Candidates must attain a passing score on the examination process to qualify for the Eligible List. A department interview will be required prior to appointment.

This is a professional classification in the City's classified service. The incumbent is primarily responsible for the development, implementation and tracking of the City's energy efficiency and conservation programs for both residential and commercial customers. Additionally, the incumbent will be responsible for the acquisition and compilation of data, analysis of such data, project management, report preparation, and provision of support for the Electric Utility's business programs and efforts.

TYPICAL DUTIES:

Each position in this classification may not include all the duties listed below, nor do the examples cover all duties that may be performed.

Under general supervision:

- Perform research and statistical analyses related to customer and utility competitor characteristics, behavior, and attitudes; oversee customer surveying activities; recommend appropriate actions based on analysis;
- Recommend positions and strategies in response to legislative and regulatory issues at the state and federal level;
- Meet with residential and business customers to promote City programs and services;
- Review customers' utility-related needs and make energy efficiency recommendations;
- Assist with the coordination of community events and workshops;
- Participate in the design and implementation of new and revised programs, systems,

procedures and methods of operation;

- Analyze and respond to complaints and requests for information from internal and external sources; determine appropriate corrective action;
- Prepare and disseminate customer profiles and other sensitive customer-related information;
- Develop tools and business processes for new products, services and business development, such as utility infrastructure services;
- Perform budget analysis (project expenditures, revenue collections, and reporting);
- Perform benchmarking of Electric Utility against potential and existing competitors;
- Perform research and analysis to determine market potential and impact of demand-side management (DSM), customer service and retention programs;
- Assist in the development and design of DSM and load-impact programs for customers and evaluate and report on effectiveness of such programs;
- Devise methods and procedures for obtaining, maintaining, and updating market-related data, including collection, coding, and tabulation;
- Compile energy utilization data for reports on energy consumption;
- Assist in data evaluation and database development and maintenance;
- Study customer energy consumption and prepare forecasts of short and long term needs;
- Confer with City staff, customers, and others as required to conduct project assignments;
- Provide technical assistance to City departments and customers on administrative and analytical matters;
- Utilize computer applications to assist with analytical studies;
- Prepare a variety of technical, periodic, specialized reports, and other written materials related to utility business matters;
- Conduct research and analytical studies on energy efficiency and renewable energy programs and issues;
- Maintain current knowledge of utility distribution and consumption trends; and
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE

- Education and experience equivalent to graduation from an accredited college or university with a bachelor's degree in business administration, economics, engineering, environmental studies or a related area; and
- Four (4) years of progressively responsible experience in energy efficiency and conservation programs, which has included accounting record keeping, financial and market analysis, resource planning, utility demand-side programs, communication technologies, data management related to customer analysis or other related fields is required.

LICENSE

Possession of a valid California Class C driver's license is required at time of appointment.

OTHER REQUIREMENTS

- A medical examination will be required prior to appointment
- Prior to hire, candidates will be required to successfully pass a pre-employment background check, which may include employment verification, a DMV record check, a criminal history check, and Department of Justice (DOJ) fingerprinting. Any information obtained will be used to determine eligibility for employment in accordance with the law. A conviction history will not necessarily disqualify an applicant from appointment, however, failure to disclose a conviction when required will result in disqualification from the recruitment process.
- Incumbents in this position are required to file a conflict of interest statement upon assuming office, annually, and upon leaving office, in accordance with City Manager Directive 100
- Must be able to perform all the essential functions of the job

VETERAN'S PREFERENCE POINTS

This position qualifies for Veteran's Preference Points. Applicants who have separated from service (Active Duty Status) must submit proof of honorable discharge (Form DD214) with their application at time of filing.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Utility economics and government regulations affecting utilities;
- Water, energy, and communications technologies related to utility assets and infrastructure, resources and energy utilization;
- Financial issues related to customer energy services;
- Computer applications such as Peoplesoft, Quickbooks, and Microsoft Word, Access, Excel, and Powerpoint;
- Local, state, and federal legislative processes and associated laws, rules, codes, policies and procedures;
- Principles of public administration, including administrative analysis, policy and program development;
- Community outreach resources, program planning and coordination;
- Program promotion techniques;
- Research techniques, methods and procedures and report presentation;
- Needs assessment techniques;
- Project and workload planning;
- Problem solving and conflict resolution practices and techniques;
- Preparation, contract administration, and fiscal planning; and
- Office safety practices, procedures and standards.

Ability to:

- Use moderately complex accounting models, or specialized computer applications;
- Verbally communicate clearly and effectively with City staff and the general public;
- Prepare and deliver effective public presentations;
- Speak on a one-to-one basis and in front of groups of various sizes;
- Respond to requests and inquiries from the public;
- Carry out complex oral instructions and prepare comprehensive oral presentations;
- Carry out complex written instructions and prepare comprehensive and precise written reports;
- Communicate logically and clearly using correct English grammar, spelling and punctuation;
- Interpret and present findings in a clear, concise written form including the creation and use of tables, charts, and graphics to summarize results;
- Research and evaluate utility load impacting technologies;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Elicit community and organizational support for assigned programs and projects;
- Work in a team-based environment and achieve common goals;
- Exercise independent judgment and initiative with minimal supervision;
- Effectively administer assigned program responsibilities;
- Interpret and apply laws, regulations, policies, and procedures;
- Apply advanced analysis methodologies;
- Analyze and interpret federal and state legislation;
- Analyze, design and evaluate utility load impacting programs;
- Research and evaluate new marketing methods and techniques;
- Work effectively in time-sensitive situations and meet deadlines;
- Coordinate multiple projects and complex tasks simultaneously;
- Evaluate and develop improvements in operations, procedures, policies and methods;
- Prepare and monitor budgets; and
- Bend, stoop, reach, carry, crawl, climb, and lift as necessary to perform assigned duties.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.santaclaraca.gov>

Position #70-17-262B
 BUSINESS ANALYST -PUBLIC BENEFITS
 VS

1500 Warburton Ave.
 Santa Clara, CA 95050
 408-615-2080
 Fax: 408-985-0667

humanresources@santaclaraca.gov

Equal Opportunity Employer

Business Analyst -Public Benefits Supplemental Questionnaire

- * 1. #1-Briefly describe the type and length of experience you have in the following areas of energy efficiency and conservation outreach programs: a) Program Management b) Measurement and Evaluation of Programs c) Contract Administration d) Development of New Products and Services and Delivery Methods e) Data Management and Reporting f) Communicating with Customers and Industry Peers

- * 2. #2-Briefly describe your educational background and how you believe it would relate to the kind of work performed by the Business Analyst-Public Benefits. Please list any training classes, continuing education courses, professional affiliations and/or certifications you have completed that are relevant to the position of Business Analyst-Public Benefits.

- 3. #3-How would you evaluate your computer skills, particularly word processing and spreadsheet software? Please specify the desktop applications you have used.

- 4. #4-Please submit a brief written report based on the scenario below (attach report to your application). Limit your report to no more than five (5) double spaced typewritten pages, using a 12-point font. SCENARIO-The State of California dramatically increased pressure on utilities to reduce carbon emissions associated with providing electricity to customers in Santa Clara. Silicon Valley Power (SVP) has turned to our business analysts for support in developing a plan. If you were one of those analysts, what questions would you ask in getting started and how would you proceed in formulating recommendations to our leadership given your area of expertise?

* Required Question