



ERIC GARCETTI  
MAYOR

**MEMORANDUM**

**To:** The Honorable Members of the City Council  
c/o City Clerk

**From:** Eric Garcetti, Mayor EG

**Subject:** EXEMPTION REQUEST - LOS ANGELES DEPARTMENT OF WATER AND POWER, (1) ASSISTANT GENERAL MANAGER AND (3) EXECUTIVE ASSISTANTS TO THE GENERAL MANAGER

**Date:** March 2, 2017

The Los Angeles Department of Water and Power (LADWP) requested that the Mayor approve the exemption of one (1) position of Assistant General Manager, Class Code 0151, and three (3) positions of Executive Assistant to the General Manager, Class Code 0360, in accordance with Charter Section 1001(b), from civil service as management, professional, scientific, or expert services exemptions. On January 18, 2017 the Mayor's Office asked the Personnel Department to review LADWP's request.

Charter Section 1001 (b) allows up to 150 persons to be exempt, with an additional 50 added by the City Council pursuant to Charter Section 1001 (b)(4). Currently, there are 164 approved exemptions, with five other pending requests. Approval of this request will increase the count.

The Assistant General Manager position will serve as the Chief Customer Care Officer reporting to the General Manager and will manage the Customer Service, Communications, Economic Development/Small Business, and Low Income/Multiple Family Dwellings Divisions. The Assistant General Manager position will be responsible for managing staff; developing new strategies for improving LADWP's communication and marketing efforts; working with customers to better understand their expectations of the department and working across the department to ensure focus on exemplary customer service.

The Assistant General Manager (Chief Customer Care Officer) position requires graduation from an accredited four-year college or university with a degree in business administration, marketing, or a closely related field and 7-10 years of progressively responsible management experience supervising staff engaged in customer service, communications, marketing and billing for a large service organization or utility.

The first Executive Assistant to the General Manager (Assistant Chief Information Officer) position will assist the newly-appointed Chief Information Officer in transitioning staff from mainframe to server-based technologies, converting the current Customer Service meter reading process to an automated process, and replacing the current legacy system in Financial Services and Human Resources with a new and more functional system.

The first Executive Assistant to the General Manager (Assistant Chief Information Officer) position requires graduation from an accredited four-year college or university with a degree in information technology, computer science, engineering, or a closely related field and three years of progressively responsible management experience supervising staff engaged in the operation and maintenance of complex information systems for a large public or private organization or utility.

The second Executive Assistant to the General Manager (Director of Economic Development and Small Business Services) position will report to the Chief Customer Care Officer and will develop an outreach program to new businesses as well as an economic development strategy that streamlines development through LADWP into a more user-friendly process for customers.

The second Executive Assistant to the General Manager (Director of Economic Development and Small Business Services) requires graduation from an accredited four-year college or university with a degree in business administration, engineering, or a closely related field and five years of progressively responsible management experience supervising staff engaged in economic or business development activities.

The third Executive Assistant to the General Manager (Director of Low Income and Multiple Family Dwellings) position will report to the Chief Customer Care Officer and will develop strategies and programs that assist low income customers, bring the homeless to sustainable living arrangements, and provide access to renewable energy assistance for those on low or fixed income.

The third Executive Assistant to the General Manager (Director of Low Income and Multiple Family Dwellings) requires graduation from an accredited four-year college or university with a degree in business administration, engineering, or a closely related field and five years of progressively responsible experience providing homeless services.

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The exemption of these positions will allow LADWP the flexibility to recruit and select the best qualified candidates who possess the necessary experience and expertise for the positions. The duties and requirements as described are appropriate to the classes of Assistant General Manager and Executive Assistant to the General Manager.

Based on my review of the request, as well as the review of the Personnel Department, I hereby approve the request for the exemption of one (1) position of Assistant General Manager, and three (3) positions of Executive Assistant to the General Manager and transmit my action to the City Council, pursuant to City Charter Section 1001(b)(1).

EG:rc

cc: David H. Wright, General Manager, Department of Water and Power  
Ana Guerrero, Chief of Staff, Office of the Mayor  
Mandy Morales, Legislative Coordinator, Office of the Mayor  
Richard Llewellyn, City Administrative Officer  
Wendy G. Macy, General Manager, Personnel Department