

PERSONNEL AND ANIMAL WELFARE COMMITTEE REPORT relative to the exemption of two Assistant General Managers and two Executive Assistants to the General Manager, LADWP, from the Civil Service provisions of the City Charter.

Recommendation for Council action:

APPROVE the exemption of two Assistant General Managers and two Executive Assistants to the General Manager, LADWP, from the Civil Service provisions of the City Charter, pursuant to Charter Section 1001(b).

Fiscal Impact Statement: None submitted by the Mayor. Neither the City Administrative Officer nor the Chief Legislative Analyst has completed a financial analysis of this report.

Community Impact Statement: None submitted.

TIME LIMIT FILE - AUGUST 26, 2015

(LAST DAY FOR COUNCIL ACTION - AUGUST 26, 2015)

Summary:

On August 19, 2015, your Committee considered an August 3, 2015 communication from the Mayor relative to the exemption of two Assistant General Managers and two Executive Assistants for the LADWP from the Civil Service provisions of the City Charter. According to the Mayor, the first Assistant General Manager position (Director of Customer Engagement and Experience) will be responsible for coordinating and integrating department-wide interactive efforts with LADWP customers providing service with a variety of programs including billing, meter installation for new construction, solar inspections, website, social media, and LADWP incentive programs. This Assistant General Manager position requires a four-year degree from an accredited university (an advanced Masters degree in Business Administration is preferred) with preferably 10 to 15 years of experience in customer service, customer communication, and customer marketing for large service organizations as well as leadership responsibility managing midsize to large teams influencing senior-level management and key stakeholders and experience managing contracts.

The second Assistant General Manager position (Director of Customer Technology and Innovation) will be responsible for deploying technology as it relates to customer engagement, business development, web content and development, communications and marketing. This Assistant General Manager position requires a four-year degree from an accredited university (an advanced Masters degree in Business Administration is preferred) with preferably 10 to 15 years of experience in customer service, customer communications, and customer marketing for large service organizations; deploying end-user technology solutions; technical project planning and supporting technology solutions in a customer-focused environment; and leadership responsibility managing midsize to large teams influencing senior-level management and key stakeholders and experience managing contracts.

The first Executive Assistant to the General Manager position (Director of Program Management and Leadership Training) will be responsible for developing and implementing management training and leadership initiatives, policies, and procedures in coordination with Water, Power, and Joint systems;

and developing and implementing continuity and succession planning in coordination with the Human Resources team. This Executive Assistant to the General Manager position requires a four-year degree from an accredited university (an advanced Masters degree in Business Administration is preferred) with three to five years of leadership responsibility managing midsize to large teams and influencing senior-level management and key stakeholders; preferably 10 to 15 years of experience in IT /construction/business/industry project management and leadership training; and teaching skills with certification as a project management professional from a recognized authority preferred.

The second Executive Assistant to the General Manager position (Project Manager- Large Systems Integration) will be responsible for managing all aspects of large system implementation and integration and providing continuity for large systems during project phases such as planning, building, go-live, and post-implementation support. This Executive Assistant to the General Manager position requires a four-year degree from an accredited university (an advanced Masters degree in Business Administration is preferred) with leadership responsibility managing midsize to large teams influencing senior-level management and key stakeholders and experience managing contracts; IT and business/industry work experience, including ERP implementation in complex organizations including utilities; and preferably 10 to 15 years of experience managing ERP projects utilizing Oracle software with certification as a project management professional from a recognized authority preferred.

These positions are assumed to be exempt, as no civil service examinations are given. The exemption of these positions will allow LADWP the flexibility to recruit and select the best qualified candidate who possesses the necessary experience and expertise for the position. The duties and requirements as described are appropriate to the class of Assistant General Manager and Executive Assistant to the General Manager.

After consideration and having provided an opportunity for public comment, the Committee moved to recommend approval of the exemptions as detailed in the August 3, 2015 communication and the above recommendation. This matter is now submitted to Council for its consideration.

Respectfully Submitted,

PERSONNEL AND ANIMAL WELFARE COMMITTEE

| <u>MEMBER</u> | <u>VOTE</u> |
|----------------|-------------|
| KORETZ: | YES |
| RYU: | YES |
| HARRIS-DAWSON: | YES |

ARL
8/19/15

-NOT OFFICIAL UNTIL COUNCIL ACTS-