



City of Santa Clara Compliance Manager

SALARY	\$65.43 - \$84.68 Hourly \$11,342.05 - \$14,677.13 Monthly \$136,104.60 - \$176,125.56 Annually	LOCATION	Santa Clara, CA
JOB TYPE	Full-Time	JOB NUMBER	90-23-181
DEPARTMENT	Multiple	OPENING DATE	11/30/2023
CLOSING DATE	1/5/2024 4:00 PM Pacific	FLSA	Exempt
BARGAINING UNIT	9	WEIGHTING PLAN	NA

Description

The Departments:

The City of Santa Clara is recruiting for two Compliance Manager positions: one (1) position in the Electric Utility Department, and one (1) position in the Water and Sewer Utilities Department.

The Electric Department, doing business as "Silicon Valley Power," (SVP) currently provides over 600 Megawatts of power to residential and business customers within Santa Clara, of which 40 percent of comes from carbon-free renewable resources. In addition to operating several in-town generation plants, SVP owns and operates Santa Clara's transmission and distribution electric system. It is the mission of Silicon Valley Power to be a progressive, service-oriented utility, offering reliable, competitively priced services for the benefit of Santa Clara and its customers. Being competitive in the marketplace with a continuous focus on customer service, SVP can provide economic value to the City of Santa Clara and its customers while maintaining low residential rates and offering competitive rates for all customers.

The Water and Sewer Utilities Department is a utility enterprise that provides planning, design, construction, maintenance, and operation of the City's water distribution system, sewer collection system, and recycled water system. For more information about Water and Sewer Utilities please visit the department [website](#).

The Positions:

- **Electric Utility Department:** The Compliance Manager for the Electric Utility (SVP) will lead the department's North American Electric Reliability Corporation (NERC) Compliance Program. Based on SVP's NERC Registrations as a Transmission Owner, Transmission Operator, Distribution Provider, Transmission Planner, Generation Owner, and Generation Operator, the Compliance Manager monitors NERC Reliability Standard projects and works with business units across the utility to plan a strategy for meeting compliance with upcoming regulatory changes. This position also performs ongoing reviews of the utility's current practices, and operational events for compliance with existing reliability standards. The NERC Compliance Manager interfaces with the Western Electric Coordinating Council (SVP's Compliance Enforcement Authority) for compliance spot checks, annual self-certifications, and the triennial

NERC/WECC Audit. The Compliance Manager will prepare the utility for upcoming audits, coordinate compliance with SVP's neighboring utility as needed, manage contracts as well as contractors and support staff. The ideal candidate will have: a good grasp of vertically integrated utility operations, strong analytical and writing skills, excellent organizational and record-keeping skills, experience with SharePoint, and experience organizing and leading teams. The Compliance Manager (NERC) for the Electric Utility must pass a criminal history background check that meets the requirements of NERC Standard CIP-004 prior to employment and every 7 years thereafter.

- **Water and Sewer Utilities Department:** The Compliance Manager for the Water and Sewer Utilities position oversees the Code Enforcement, Water Resources Specialist and administrative staff. This is a critical position with the responsibilities that include managing the City's water quality monitoring program to ensure the protection of the public and compliance with all applicable drinking water regulations as promulgated by the California Department of Health Services, California Environmental Protection Agency, and the U.S. Environmental Protection Agency; managing all State and Federal regulatory programs and issues for the protection of the public and employees from industrial accidents, and occupational and environmental health hazards. Also managing all ongoing water and sewer utility compliance with applicable regulations/standards/policies governed by OSHA, Cal OSHA, EPA, DOT, California Department of Health Services, State Water Resource Control Board, the Regional Water Quality Control Board and any other Federal, State, and local regulatory agency and when necessary, direct corrective action that may include halting an operation. Due to the level and day-to-day responsibility of the Compliance Manager, this position is integral to the Water and Sewer Utilities.

The Compliance Manager is a key leadership position in the unclassified service with assigned responsibility for ensuring compliance with all Federal, State and local laws, regulations, permits for City of Santa Clara within the Electric Utility, Water & Sewer Utilities and Public Works Departments. The employee will provide the leadership of all employees through coaching, enabling and facilitating a team environment and working collaboratively with internal and external customers. Individual is responsible for initiating actions up to and including stopping an operation when necessary to assure full compliance.

As a member of the City's Unclassified Service Compliance Manager is an "at-will" position and the incumbent serves at the discretion of the City Manager. An incumbent in this classification: demonstrates strong ethical, professional, and service-oriented leadership and interpersonal skills, sets a good example; and correctly applies the tenets of the City's Code of Ethics and Values.

Additional Information:

You must answer all job specific questions in order to be considered for this vacancy or your application will be deemed incomplete and withheld from further consideration. Applications must be filled out completely (i.e. do not write "see resume or personnel file.") To receive consideration for the screening process, candidates must submit a **1) Cover Letter 2) Resume and (3) Answers to Supplemental Questions. Incomplete applications will not be accepted.** Application packets may be submitted online through the "Apply Now" feature on the job announcement at www.santaclaraca.gov.

The City of Santa Clara is an equal opportunity employer. Applicants for all job openings will be considered without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, veteran status or any other consideration made unlawful under any federal, state or local laws. The City of Santa Clara is committed to offering reasonable accommodations to job applicants with disabilities. If you need assistance or an accommodation due to a disability, please contact us at (408) 615-2080 or HumanResources@santaclaraca.gov.

THIS RECRUITMENT MAY BE USED TO FILL MULTIPLE POSITIONS IN THIS, OR OTHER DIVISIONS OR DEPARTMENTS BESIDES THE POSITIONS LISTED BELOW. IF YOU ARE INTERESTED IN EMPLOYMENT IN THIS CLASSIFICATION, YOU SHOULD APPLY TO ENSURE YOU ARE CONSIDERED FOR ADDITIONAL OPPORTUNITIES THAT MAY UTILIZE THE APPLICANTS FROM THIS RECRUITMENT. 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 OR INTERVIEW.

Typical Duties

Duties include, but are not limited to the following:

Under general direction:

For the Electric Utility and Water and Sewer Utilities Departments:

- Works with all personnel ensuring an injury free work place;
- Develops the programs and procedures necessary to be in compliance with all Federal, State and local environmental, health and safety and security laws, regulations and permits;
- Maintains water quality, environmental, health, safety and security files and compliance with State and Federal regulations;
- Develops and provides training for employees through coaching, enabling, and facilitating techniques and ensures that effective training programs are in place;
- Utilizes continuous improvement tools like benchmarking, and establishes key process measures that meet the organization's needs;
- Develops and implements incident investigation and reporting programs, and takes appropriate preventive actions;
- Maintains the Material Safety Data Sheet System to ensure it is complete and up-to-date;
- Reviews and revises all pertinent materials for content, comprehension level, and clarity;
- Maintains current information on applicable laws, regulations and permits with Federal and State agencies;
- Provides necessary budgeting , communication, contracting, , agency relations with Federal, State and local regulatory bodies
- Ensures that performance standards and records management requirements are met to achieve outcomes and expectations;
- Assists in the preparation of material and evidence for the organization's use in hearings, lawsuits, and insurance investigations;
- Ensures maintenance of applicable professional certifications required for employees; and
- Performs other related duties as assigned.

For the Electric Utility Department:

- Manages all environmental, health, safety, reliability and security programs and issues to ensure employee safety;
- Manages and directs all facility environmental programs including hazardous and non-hazardous waste, air and water permitting and all facility compliance with applicable regulations/standards/policies governed by OSHA, Cal OSHA, EPA, NFPA, DOT, BAAQMD, CEC, FERC, WECC, and any other Federal, State and local regulatory agencies;
- Conducts health & safety, health, physical security, environmental and behavioral based management system audits to identify existing and potential deficiencies and monitors corrective actions identified, and to assess compliance with standards and assure implementation of required changes;
- Develops and implements the medical surveillance program, including hazardous materials exposure, hearing conservation, respiratory protection and any others as needed;
- Coordinates all activities associated with Worker's Compensation with the Human Resources Department; and
- Maintains the Material Safety Data Sheet System to ensure it is complete and up to date.

For the Water and Sewer Utilities Department:

- Manages the City's water quality monitoring program to ensure the protection of the public and compliance with all applicable drinking water regulations as promulgated by the State Water Resources Control Board (SWRCB) – Division of Drinking Water, California Environmental Protection Agency, and U.S. Environmental Protection Agency;
- Manages the City's demand side management programs to promote water conservation and the efficient use of water within the City;

- Manages all State and Federal regulatory programs and issues to ensure the protection of the public and employees safety;
- Manages and directs all facility environmental programs including hazardous and non-hazardous wastes, air and water permitting; and all ongoing water and sewer utility compliance with applicable regulations/standards/policies governed by OSHA, Cal OSHA, EPA, DOT, State Water Resources Control Board (SWRCB) – Division of Drinking Water and other applicable divisions, the Regional Water Quality Control Board and any other Federal, State and local regulatory agencies.

Minimum Qualifications

EDUCATION AND EXPERIENCE

For all departments:

- Education and experience equivalent to graduation from an accredited college or university with a Bachelor's degree in Chemistry, Environmental Studies or closely related field; and
- Three (3) years of experience at a responsible level in regulatory compliance in the electric utility, water and sewer utility industry, or storm water pollution prevention program.

Desirable Qualifications

- An additional two (2) years' experience in hazardous materials, management regulatory compliance in the electric or water resource planning in the water utility industry;
- A Master's degree in Chemistry, Environmental Studies, Engineering or Public Administration for positions in the Water & Sewer Utilities Department and Public Works Department.

LICENSE

Possession of a valid California Class C driver's license is required at the time of appointment and for duration of employment.

For Water & Sewer Utilities Department:

- Possession of a valid Water Distribution Operators Certificate (Grade D2, or above) or the ability to obtain that certificate within 12 months of appointment;
- Possession of a valid Collection System Maintenance certificate (Grade 2 or above) issued by the California Water Environment Association or the ability to obtain that certificate within 12 months of appointment.

OTHER REQUIREMENTS

- Must be able to perform all of the essential functions of the job.
- May be required to work unusual hours in emergency situations.

CONFLICT OF INTEREST

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.

Knowledge, Skills, and Abilities

Knowledge of:

For all departments:

- Principles of leadership and management through coaching, enabling and facilitating employees working in a team environment and working collaboratively with internal and external (Federal, State and local) customers and agencies;
- Principles and practices of Electric Utility or Water & Sewer Utilities or Public Works environmental, health and safety and regulatory compliance methods;

- Applicable laws, regulations and permits, including Environmental Protection Agency, air emissions, clean water and hazardous waste;
- Applicable regulations/standards/policies governed by OSHA, Cal OSHA, EPA, DOT, CPUC;
- Principles and practices of budgeting, communication, contracting, performance standards, records management, and resource management to achieve outcomes and expectations in implementing compliance programs to be consistent with environmental, health, safety, security laws, regulations and permits;
- Modern office equipment, and computer software programs including but not limited to current windows applications, Word, Excel (advanced user) and PowerPoint;
- Effective leadership, supervision, training and project management principles and practices;
- Research methods and statistical analysis; and
- Familiarity with service request management platforms and other applicable technologies to provide oversight and monitoring.

For the Electric Utility Department:

- Applicable regulations/standards/policies governed by FERC, NERC and WECC.

For the Water and Sewer Utilities Department:

- Applicable laws, regulations and permits affecting the water and sewer utility industry, including Environmental Protection Agency, air emissions, and State Water Resources Control Board (SWRCB) – Division of Drinking Water and the City's Rules and Regulations for Sewers and Sewage Disposal; and
- Principles of water resource planning.

Ability to:

- Prepare, analyze and forecast complex sets of data and prepare necessary memorandums, reports, and charts as assigned;
- Identify requirements to ensure a safe, effective and efficient operation of the Electric Utility, Water & Sewer Utilities or Public Works Departments;
- Evaluate situations, identify problems, make logical decisions and follow through on resolution;
- Conduct research and analysis of complex technical issues; evaluate options and make recommendations for action; prepare staff reports and recommendations;
- Manage consultants and contractors to meet contract requirements;
- Interpret Federal, State and local regulations and assess impacts on City departments and the utilities' or public works customers;
- Communicate clearly and effectively verbally, and in writing, and make presentations to management and regulatory agencies;
- Establish and maintain effective working relationships with those contacted in the course of work including but not limited to supervisors, subordinates and customers;
- Work in a team-based environment and achieve common goals;
- Effectively handle multiple priorities, organize workload and meet strict deadlines; and
- Walk or stand for extended periods of time and bend, stoop, crawl, reach, carry, climb, and lift as necessary to perform assigned duties.

Benefits

City of Santa Clara Benefit Summary Overview for Bargaining Unit #9 Miscellaneous Unclassified Management

This summary provides a brief overview of the City of Santa Clara's benefits available to Bargaining Unit #9 employees in 2023. In the event of any conflict between the information in this summary and the applicable official plan documents, City Manager's Directives (CMDs), Personnel and Salary Resolution, or Memorandum of Understanding (MOU), the applicable official plan documents, CMDs, Personnel and Salary Resolution, or MOU will prevail over this summary. Benefits are subject

to change.

Retirement:

- Membership in the California Public Employees Retirement System (CalPERS)
 - Classic Employees: 2.7% @ age 55 formula –employee pays 8.00% of gross pay, minus \$61 bi-weekly
 - New Employees: 2.0% @ age 62 formula – employee pays 7.00% of gross pay
- Medicare and Social Security (FICA)
 - Employee pays 6.20% up to \$9,932.40 (Social Security) and 1.45% (Medicare) of gross pay

Health Insurance:

- City contribution up to \$1827.48/month, based on enrollment in a CalPERS health plan
- Employees electing health coverage with premiums above the City health contribution will pay additional premium costs from salary on a pre-tax basis
- Coverage is effective the first of the month after date of hire
- If an employee enrolls in a plan with a premium that is less than \$946.86/month, they will be paid the difference in cash
- An employee hired on or after 1/1/2023 is eligible for a cash-in-lieu benefit of \$250/month if they sign an annual attestation and provide proof of Alternative Required Coverage for themselves and their Tax Family, if applicable. Contact Human Resources for more details

Dental Insurance:

- Choice of two Delta Dental plans; enrollment is mandatory
- City pays lowest cost of employee only plan (\$22.22 for 2023); additional cost is paid by employee
- Coverage is effective on the first day of the month following three full calendar months of employment

Vision Insurance:

- Choice of two VSP plans
- City pays the lowest cost employee only plan (\$9.00 for 2023); additional cost is paid by employee
- Coverage is effective the first of the month after date of hire

Voluntary Employee Beneficiary Association (VEBA):

- City contributes \$50.00 a month toward employee's VEBA account. Account funds may be used to pay for qualified medical expenses after separation from the City and after age 50 (pre-tax)
- If account balance is less than \$2,000 upon separation, then account funds can be used immediately

Life Insurance:

- City pays for \$50,000 of Basic Life Insurance coverage. Employer premium is \$9.55/month
- Coverage is effective the first of the month after one calendar month of employment
- Additional optional insurance may be purchased by the employee for the employee, spouse, domestic partner, and/or dependent children

State Disability Insurance (SDI):

- Employee pays 0.9% of gross pay; max deduction of \$1,378.48 (includes Paid Family Leave)
- 7 day waiting period. Maximum benefit is \$1,620/week for absences due to non-work related injuries/illnesses. Benefit is based on earned wages in a specific 12-month period

Paid Family Leave (PFL):

- Up to 8 weeks of benefits within a 12-month period to care for a family member or to bond with a new child
- No waiting period. Minimum benefit is \$50/week. Maximum benefit is \$1,620/week. Benefit is based on past quarterly wages

Long Term Disability (LTD) Insurance:

- Benefit is 60% of basic wage up to \$13,333; max \$8,000/month
- City paid benefit. City pays \$.207/\$100 of insured earnings

- 60 calendar day waiting period
- Coverage is effective the first of the month after one calendar month of employment

Deferred Compensation:

- Voluntary plan through Nationwide Retirement Solutions
- Employee may contribute up to the lesser of \$22,500/year or 100% of gross compensation into a pre-tax 457(b) account or a post-tax Roth 457(b) account (or a combination of the two accounts) subject to IRS rules. Employees over 50 years of age may contribute up to \$30,000/year

Flexible Spending Account (IRS Section 125 Plan):

- Employee may contribute up to \$3050 per year in pre-tax dollars to a health care spending account
- Employee may contribute up to \$5,000 per year in pre-tax dollars to a dependent care spending account
- Employee may contribute up to \$300 per month in pre-tax dollars to a commuter benefit plan

Vacation:

- Vacation is accrued bi-weekly, cannot use vacation during first 6 months of City service
 - For 1 – 4 years of service: 10 days (80 hours)/year
 - For 5 – 9 years of service: 15 days (120 hours)/year
 - For 10 - 15 years of service: 21 days (168 hours)/year
 - For 16 - 20 years of service: 22 days (176 hours)/year
 - For 21+ years of service: 24 days (192 hours)/year
- Maximum accrual is 480 hours
- Once per year, employees can elect to convert up to 80 hours of accrued vacation to cash to be paid out in up to two cash-outs the following calendar year

Sick Leave:

- Sick leave is accrued bi-weekly for equivalent of 96 hours per calendar year with no maximum accrual
 - Up to 48 hours/year of accumulated sick leave may be used for family illness
 - Up to 32 hours/year of accumulated sick leave may be used for personal leave
- Employee may convert sick leave to vacation once per calendar year (annual maximum conversion is 96 hours sick to 48 hours vacation)
- Partial sick leave payoff provision on retirement depending on years of service and sick leave cap (balance as of 01/01/2004 plus 1,500 hours)

Management Leave:

- 120 hours of management leave credited to employees each January 1st
 - New employees hired between January 1st and June 30th receive 120 hours of management leave their first year
 - New employees hired between July 1st and December 31st receive 60 hours of management leave their first year
- Unused management leave may be carried over from one calendar year to the next; however, an employee may never have more than 240 hours (calendar years 2021 through 2024) of “banked” management leave

Holidays:

- Seventeen paid eight-hour holidays per year (13 & 4 holidays between 12/25 to 1/1 of following year)

Mobile Communication Device Allowance:

- \$80/month in lieu of carrying a City-issued cell phone

Auto Allowance (an alternative to mileage reimbursement or use of a City vehicle):

- Department Heads receive \$320/month (up to \$520, with City Manager approval). Other Unit 9 employees can receive \$200/month (Up to \$500 with City Manager approval)

Tuition Reimbursement Program:

- Up to \$2,000 per fiscal year for tuition reimbursement. See CMD 26 for details

Employee Assistance Program:

- Confidential counseling to employees and dependents. Up to maximum of five (5) consultations per family member per incident per year; City paid premium is \$4.03/month
- Employees may call Managed Health Network (MHN) confidentially at 1-800-227-1060

Retiree Medical Reimbursement Program:

- Employees who retire from the City with at least ten (10) years of service shall receive reimbursement to help cover retiree single health insurance premiums. The reimbursement maximum includes the PEMHCA minimum.
- Up to age 65, retirees are eligible for reimbursement up to \$406/month in 2023 (amount adjusted annually)
- After age 65, retirees are eligible for reimbursement up to \$243/month in 2023 (amount adjusted annually)

Alternate Work Schedule:

- An employee shall be eligible to work a 9/80 alternate work schedule according to the conditions, criteria, and requirements set forth in City Manager's Directive 71. Requests to work a 9/80 schedule shall be made through or by the Department Head to the City Manager. The City Manager must approve the schedule and the City Manager or Department Head (for employees other than Department Heads) may terminate the schedule at any time.

Agency

City of Santa Clara

Address

1500 Warburton Ave.

Santa Clara, California, 95050

Phone

408-615-2080

Website

<http://www.santaclaraca.gov>

Compliance Manager Supplemental Questionnaire

*QUESTION 1

Each applicant must complete this supplemental questionnaire as a part of the application screening and selection process. The information you provide will be reviewed and used to determine your eligibility to move forward in the selection process. Incomplete responses, omissions, stating "see resume" or partial information may result in disqualification from the selection process. Do you agree to answer each supplemental question completely and that your responses can be verified from information included within your application?

Yes

No

*QUESTION 2

I confirm that I have uploaded my resume and cover letter to this application.

Yes

No

*QUESTION 3

Which department are you interested in applying to?

Electric Utility Department

Water & Sewer Utilities Department

Both Departments

***QUESTION 4**

Please describe how you meet the minimum qualifications for the Compliance Manager Position.

- I possess a Bachelor's degree in Chemistry, Environmental Studies or closely related field and at least three (3) years of experience at a responsible level in regulatory compliance in the electric utility, water and sewer utility industry, or storm water pollution prevention program.
- I do not meet the minimum qualifications.

QUESTION 5

Please answer the following question if you are applying for the Compliance Manager position in the Water & Sewer Utilities Department: Do you possess a valid Water Distribution Operators Certificate (Grade 2 or above)?

- Yes
- No

QUESTION 6

Please answer the following question if you are applying for the Compliance Manager position in the Water & Sewer Utilities Department: Do you possess a valid Collection System Maintenance Certificate (grade 2 or above) issued by the California Water Environment Association?

- Yes
- No

QUESTION 7

If applying for the Compliance Manager position in the Electric Utility Department, please describe your experience implementing detective controls, corrective controls, and preventative controls.

* Required Question