

DIVISION: External Affairs

TITLE: Senior Policy Issues Representative

LOCATION: Folsom, CA

DEPARTMENT: Customer Services and Industry Affairs (CSIA)

PRIMARY PURPOSE:

Under the direction of the Manager of Industry and Stakeholder Affairs, the Senior Policy Issues Representative is responsible for managing stakeholder engagements with the ISO's market participants. Working with ISO Account Managers, management and functional departments, Senior Policy Issue Representatives help to manage policy and system planning issues through the stakeholder process, enabling these issues to be managed to conclusion. Senior Policy Issues Representatives contribute to forward planning for stakeholder engagements. They help to capture stakeholder viewpoints and work with management and other departments to identify the appropriate type of stakeholder engagement for the issue being addressed. Senior Policy Issues Representatives also administer the change management processes for the ISO's Business Practice Manuals (BPMs).

ESSENTIAL JOB FUNCTIONS:

- Works with other ISO departments to proactively plan and execute effective stakeholder engagements. Ensures that planning occurs early in the lifecycle of the issue being addressed, and is revisited during the process to enable necessary course changes.
- Administers the ISO's stakeholder engagement guidelines. Contributes ideas for making engagements most effective.
- Orchestrates proactive stakeholder outreach, in coordination with ISO Account Managers, other departments and management.
- Contributes to the planning and execution of the ISO's annual client survey. Works with other departments to track and report improvements being made, based on survey results.
- Interacts with stakeholders to capture their viewpoints and to manage expectations around the resolution of policy issues.
- Communicates stakeholders' messages into the ISO, and communicates ISO positions to stakeholders.
- Complies with quality control guidelines for the stakeholder process, and contributes measurement via a set of business metrics.
- Contributes to the production of white papers, market notices and other official documents, ensuring these documents are user friendly and timely.
- Serves as meeting facilitator for ISO stakeholder meetings and conference calls. Verifies that participating departments are prepared, and that the meetings are well rehearsed for quality.
- Maintains industry-level knowledge and advises stakeholders and ISO management on emerging issues that impact business, finance, operations and the electric markets as a whole. Regularly briefs ISO management on stakeholder issues and delivers ISO messages from management back to stakeholders.
- Serves as the ISO BPM Change Management Coordinator (or back-up), in accordance with the ISO tariff and BPM for BPM Change Management, as needed.
- Represents the CAISO for the BPM Change Management Process with external stakeholders and internal ISO business units.
- Continuously monitors the success and/or issues with the process to make policy recommendations as appropriate for changes in the BPMs or tariff.
- Maintains effective ongoing communication with stakeholders and business units. Acts as conduit for communication between stakeholders and internal business units on key policy related issues that surface in the process.
- Facilitates regular (monthly) BPM change management meetings, and any scheduled Executive Appeals meetings.
- Reviews and analyzes stakeholder's requests for changes to BPMs. Identifies and resolves conflicts between stakeholders.
- Ensures receipt and delivery of necessary information from stakeholders.
- Works with internal ISO BPM owners/coordinators to communicate proposed changes and ensure compliance with internal workflow management processes.
- Completes reports regarding status of BPM changes and the Change Management Process, including reports to the Board of Governors.
- Maintains website, providing up to date information on BPM changes and receiving and disseminating input.
- Consistently provides updates to customer care personnel to keep them informed and support them as primary client liaisons.
- Periodically interacts with other ISOs and RTOs. Periodically travels to stakeholder facilities, as required.
- Attends National, State and Local policy meetings and industry forums, including ISO Board meetings, regional industry forums and other critical industry opinion leader sessions, to represent the ISO, as assigned.
- Provides project and/or team leadership as required.
- Adheres to and supports the Core Values of the ISO.
- Performs related duties and activities as appropriate.

TYPICAL PHYSICAL REQUIREMENTS:

Most of the time is spent sitting in a comfortable position and there is frequent opportunity to move about. Occasionally there may be a requirement to stoop or lift or handle material or equipment weighing up to 25 pounds. Requires normal manual dexterity and eye-hand coordination, and corrected vision and hearing to normal range. Some air and ground travel is required.

WORKING CONDITIONS:

Located in a comfortable indoor area. Any unpleasant conditions would be infrequent and not objectionable. Most of the time is spent in general office or equivalent conditions which result in little or no exposure to injury or accident.

MINIMUM QUALIFICATIONS:

- **Level of Education**
A Bachelor's degree (BA, BS) or equivalent education, training and experience.
- **Discipline**
Engineering, Business, Economics, Systems or related fields.
- **Amount of Experience**
Five or more years related experience.
- **Type of Experience**
Professional experience in one or more of the following areas: project management, key account management, government relations and regulatory affairs, and/or customer care. Experience in the energy industry is highly desirable. Requires broad technical, financial and operational knowledge necessary to manage complex issues and communications on many topics. Technical proficiency in electric system operations and ISO Market Construct strongly preferred. Proficiency in computer applications such as MS Office (Word, Excel, PowerPoint, and Outlook), and mobile computer technologies required.
- **Special Certifications of Technical Skills**
None
- **Other**
Ability to quickly assimilate new information and grasp complex market interactions and interdependencies. Must be able to work effectively in a team environment, frequently serving as a team or project leader. Excellent verbal and written communication, presentation, facilitation, and analytical skills required.

CLASSIFICATION:

- Job Code: 28413
- Creation Date: 4.25.2008
- Last Date Revised: 4.25.2008