

Customer Communications Program Manager – San Francisco, CA

Department Overview

PG&E's Corporate Relations department supports the company vision to be the leading utility in the United States by providing timely, excellent strategic counsel and world class communications tactics and collateral to achieve the company's business objectives. We strive to improve and strengthen PG&E's reputation with our customers, employees, shareholders, and other stakeholders.

Customer Communications is a department within PG&E's Corporate Relations function. Its team members work closely with other departments within the organization to ensure communications are customer focused and support the company's objectives and priorities.

Position Summary

The Customer Communications Project Manager will create, edit, and review content for a wide variety of customer communications materials and channels and support the Customer Communications team and other internal groups in designing and developing communications for use in a wide variety of media and contexts.

Responsibilities:

- Writes and edits customer communication content for the customer communications team, ensuring consistency in tone and voice, and provides support in developing a wide range of customer-focused communications.
- Prepares and executes customer communication programs, including project plans, timelines and milestones, communication documents and other collateral materials and project management tools.
- Manages requests to the Customer Communications Department for specialized information for use by other departments, internal clients and business partners.
- Supports Customer Communications team in compiling and analyzing customer communication-related research, survey data and best practices.
- Supports Customer Communications team in designing and developing communications for use in a wide variety of media and contexts including direct mail, bill inserts, online, and community events and programs.
- Supports Customer Communications team in developing communications related to power outages.
- Facilitates and supports collaboration within the Customer Communications Department, as well as other PG&E Departments.

Qualifications:

- Excellent written, verbal communication and editing skills (essential)
- Ability to think strategically and develop effective strategic plans, as well as technical and business strategies and tactics (essential)
- Ability to effectively manage multiple complex tasks and projects concurrently (essential)
- Customer service focus and orientation; understanding of the role of a service and support function in a large, complex organization (essential)

GRC2011-Ph-I_DR_DRA_185-Q02Atch02

- Demonstrated project management skills (essential)
- Ability to multitask in a fast-paced environment with a strong sense of urgency
- Ability to work independently as well as collaboratively with others depending on the demands of the project
- Ability to work productively with clients and colleagues of diverse backgrounds and styles
- Flexibility to adapt to rapid and continuous change
- Excellent interpersonal and negotiating skills
- Professional demeanor; ability to represent the communications function well internally and PG&E externally

Experience:

- Knowledge of business fundamentals (essential)
- Marketing background (highly desirable)
- 5+ years of relevant communications experience (desirable)
- Customer service background (desirable)

Education:

- BA or BS in communications or a related field of study

Equal Employment Opportunity, M/F/D/V.