



Energy Center Technical Services Job Profile

Job Family: Energy Center Technical Services Department: Customer Engagement Function: Customer Care Reports to : Supervisor or Manager	Last Updated: April 2011
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Job Summary	Provides subject matter expertise in the form of classes, technical consultations, and technical outreach events to PG&E market business partners and customers including; contractors, engineers, architects, building owners, developers, installers, code officials, commissioning agents, building operators, and energy consultants.			
Major Responsibilities	Energy Center Technical Specialists (ECTS) will take on a subset of these tasks, depending on specific job at the Training Centers: <ul style="list-style-type: none"> • Coordinate, produce, and deliver technical training sessions to meet CPUC filed goals and to provide unbiased technical content to building professionals • Conduct technical consultations with customers and building professionals • Conduct on-site and off-site outreach events on technical topics with customers and building professionals • Manage Tool Lending Library activities, operations, and direction • Demonstrate environmental leadership with affiliations with professional organizations 			
Job Title	Energy Center Technical Specialist, Associate	Energy Center Technical Specialist	Energy Center Technical Specialist, Senior	Energy Center Technical Specialist, Expert
Position Title	Energy Center Technical Specialist, Associate	Energy Center Technical Specialist	Energy Center Technical Specialist, Senior	Energy Center Technical Specialist, Expert
PGE Job Level	Associate	Career	Senior	Expert
SAP Job Code	50419605	50419606	50419607	50419608
FLSA Status	Exempt	Exempt	Exempt	Exempt
Distinguishing Characteristics	<ul style="list-style-type: none"> • assist to coordinate technical training logistics • provide assistance to provide basic outreach sessions to customers • assist others with special technical projects and tasks • assist with technical sub-program daily operations • provide support to Technical Services Specialists with assembling class materials and class setup 	<ul style="list-style-type: none"> • develop and coordinate technical training logistics • develop and conduct outreach sessions to customers based on their needs and interests • manage sub-program activities and operations • conduct technical customer consultations • assist to integrate organizations products and programs into technical classes where relevant and appropriate • assist to reach out to internal groups to asses their needs for education and training • environmental leadership through affiliation with local professional or trade 	<ul style="list-style-type: none"> • develop and coordinate technical training logistics for complex training initiatives involving multiple internal stakeholders or external customer groups • develop strategy for training customers on specific topics • work with consultants to design and deliver intermediate to advanced technical classes • develop and conduct outreach sessions to customers on new, complex topics • conduct complex technical customer consultations that require new perspective on common solutions • exhibits design and coordination • manage appropriate projects and contracts to support Energy Center programs • review technical work papers for quality and accuracy • integrate organizations products and programs into technical classes where relevant and appropriate • reach out to internal groups to asses their needs for 	<ul style="list-style-type: none"> • oversee and participate in the development and coordination of technical training logistics for training initiatives of the highest complexity requiring innovative and new training approaches, materials and tactics • participate and lead team to develop strategy for training customers on specific topics • work with consultants to design and deliver advanced technical classes and develop long term strategy for trainings • conduct outreach sessions to key customers • manage and participate to conduct complex technical customer technical customer consultations that require new perspective on common solutions • exhibits design and coordination • manage projects and contracts at the local utility and statewide level • review technical work papers for quality and accuracy • integrate organizations products and programs into technical classes where relevant and appropriate • serve as technical track lead to reach out to internal groups to asses and meet their needs for education and training



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		<p>organizations for gathering information for class and curriculum planning.</p> <ul style="list-style-type: none"> • coordinate with organizations partners to provide educational opportunities to targeted customer groups 	<p>education and training</p> <ul style="list-style-type: none"> • environmental leadership through playing a leadership role with professional or trade organizations as a committee or board member for guiding that organization in a way that aligns with PG&E strategies • participate in appropriate statewide meetings with CPUC 	<ul style="list-style-type: none"> • environmental leadership through playing a leadership role with local, state, and national professional or trade organizations as a committee or board member for guiding that organization in a way that aligns with PG&E strategies participate and play leading role in appropriate statewide meetings with CPUC • fill in for Energy Center supervisor or manager as needed
Education	Some community college or vocational school coursework in area of hire is preferred	Community College AS Degree or Undergraduate Degree in area of hire required or equivalent work experience	Graduate Degree in area of hire preferred or equivalent work experience	Graduate Degree in area of hire preferred or equivalent work experience
License/Certification	None, certificate relevant to subject matter is desired	None, certificate relevant to subject matter is desired	Relevant certification or licensure required. Can be met with work experience	Relevant certification or professional licensure required. Can be met with relevant work experience
Experience	Some academic experience in energy efficiency or building-related field required	Minimum of 2 years of relevant experience in a professional or academic environment	Minimum of 4 years of relevant experience in a professional environment	Minimum of 6 years of relevant experience in a professional environment
Knowledge, Skills, and Abilities	<ul style="list-style-type: none"> • Basic understanding of building science principles • Proficient in computer software to complete documents and presentations: Microsoft Excel, Access, Word, PowerPoint, etc. • Client-focused experience in a support function where client customer satisfaction was a priority • Good presentation, speaking, writing, and customer interaction skills • Good organizational skills 	<p>In addition to those for Associate, Career requires:</p> <ul style="list-style-type: none"> • Knowledge of end use technology relevant to specific job (lighting, HVAC, refrigeration, motors, pumps, compressors, etc.) and methods of simple energy calculations • Excellent communication, writing, speaking, and customer-facing skills • Excellent organizational skills 	<p>In addition to those for Career, Senior requires:</p> <ul style="list-style-type: none"> • Advanced level knowledge of end use technology (lighting, HVAC, refrigeration, motors, pumps, compressors, etc.) and methods of energy calculations • Understanding of utility demand response and energy efficiency programs • Understanding of utility solar self-gen and renewable energy programs • Experience and proficiency in project management: manage multiple priorities and projects to completion such as energy efficiency projects • Advanced project management skills • Ability to present recommendations and findings to management 	<p>In addition to those for Senior, Expert requires:</p> <ul style="list-style-type: none"> • Consistently uses expert-level judgment based on engineer fundamentals, customer needs, and utility requirements • Recognized leader in job-specific area • Good supervisor and organizational leadership skills • Ability to work with Directors and Managers across functions to influence decisions • Serve as a team lead and provide direction to others • Certification and/or licensure in relevant field is required, but may be met with relevant work experience. Relevant certifications and licenses may include but may not be limited to: <ul style="list-style-type: none"> ○ LEED™ Accredited Professional or Green Assoc. ○ Professional Engineer (PE) ○ Building Performance Institute Certified ○ Licensed Architect ○ Certified Energy Manager ○ Lighting Certified ○ Building Operator Certification ○ Integrated Demand Side Management Certificate
Working Conditions	Work is performed both in the office and the field. Travel approximately 5 - 20% with more travel for more senior positions			
Supplemental Information	Valid California drivers license required			



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Technical Competencies	Technical Competency Descriptions (Pick the top 8-10 competencies; eliminate rest Focus on key competencies for all, not detailed to individual employees. Specific competencies should be addressed in the leveling. If only the "expert" level is required to have certain competency.)	Proficiency Level*			
		Associate	Career	Senior	Expert
Service Orientation	<i>Actively looks for ways to help people; demonstrates skill in providing customer service.</i>	Proficient	Proficient	Advanced	Master
Managing Technical Documentation	<i>Collects, sorts, and distributes technical information in appropriate medium to foster continuous communication and proper information storage.</i>	Novice	Advanced	Advanced	Master
Active Listening	<i>Demonstrates skill in giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.</i>	Proficient	Advanced	Advanced	Master
Informing	<i>Accurately gathers and relays verbal information to appropriate parties in a timely fashion.</i>	Proficient	Advanced	Advanced	Master
Oral Communication	<i>Effectively expresses ideas and information through the spoken word using language that is appropriate to both the complexity of the topic and the knowledge and understanding of the audience.</i>	Proficient	Advanced	Advanced	Master
Inquiry Resolution	<i>Demonstrates skill in answering inquiries, either verbally or in writing, about a product or service, dealing with complaints, and maintaining good public relations.</i>	Novice	Proficient	Advanced	Advanced
Training Others	<i>Effectively communicates information for the purpose of having others learn, understand, and apply specific principles, techniques, or information.</i>	Novice	Proficient	Master	Master
Presentation Skills	<i>Demonstrates skill in delivering clear, understandable oral presentations to groups; effectively organizes and tailors presentation to meet the needs of the audience.</i>	Novice	Novice	Proficient	Advanced
Business & Financial Acumen	<i>Demonstrates understanding about how businesses work and of trends and practices affecting the Company; Has the ability to design and implement a wide-range of financing structures designed for specific purposes.</i>	Novice	Novice	Proficient	Proficient
Consulting Skills	<i>Uses expertise to counsel or guide individuals with regard to problems to be resolved on legal, financial, scientific, technical, or other professional principles.</i>	Novice	Proficient	Advanced	Master
Professional Impact	<i>Presents self as a positive representative of the organization; projects confidence, alertness, and energy; grasps the nuances of appropriate behavior for the situation.</i>	Proficient	Advanced	Advanced	Advanced
Technical Support	<i>Provides high quality, timely and cost effective services (e.g. technical support, application rollout plans, status reports) to clients and system administrators.</i>	Proficient	Advanced	Advanced	Advanced

***Proficiency Levels**

Novice: Demonstrates general understanding of knowledge, principles, and/or applications of the area; is able to complete routine assigned tasks with minimal guidance or supervision.

Proficient: Demonstrates solid understanding of knowledge, principles, and/or applications of the area; is able to complete moderately complex projects, with minimal guidance and supervision.

Advanced: Demonstrates advanced understanding of knowledge, principles, and/or applications of the area; is able to understand complex ideas and make recommendations in this area. May guide efforts of others on the team.

Master: Demonstrates mastery of knowledge, principles, and/or applications of the area; is able to lead and direct others in this area.