



Line of Business: Customer Care / Customer Service Job Family: Economic Development Reports to: Manager, Service Analysis	Effective Date of Job Profile: April, 2011 Last Updated: May, 2017
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Job Summary	Sustainable Community Energy Managers (SCEMs) are responsible for data analysis, strategic planning, and relationship management in support of local government carbon reduction goals and sustainability planning. This includes the assessment of emissions/energy usage across all market segments within a given city and the creation of a strategic plan to ensure timely reductions. As the lead PG&E sustainability representative, SCEMs track the success of Climate Action Planning (CAP) and coordinate internal PG&E departments with a supporting product or service. SCEMs Demonstrate how to position and sell PG&E's programs within the broader sustainability goals of PG&E customers and provide training to internal customer-facing teams in sustainability matters impacting PG&E customers and contributing towards 2014 corporate goals.				
Major Responsibilities	Job duties include, but are not limited to: <ul style="list-style-type: none"> Analyzes community-wide energy and carbon emission data in an effort to identify cost-effective reduction strategies. Maintains dynamic relationships with local government sustainability leaders, city staff, elected officials and internal ES&S, Government Relations, Government Partnerships and Green Communities team members. Partners with community leaders to implement agreed upon carbon reduction strategies/ campaigns, monitoring performance and providing status reports. Leads and monitors internal cross-functional collaborations and services supporting community climate goals. Provides centralized technical support to ES&S and other customer-facing teams with advanced knowledge of sustainability matters important to PG&E customers and pertinent to achieving PG&E's 2014 corporate goals. Stays current on related regulatory changes. Leads and coordinates unique and innovative service solutions for local governments and their communities using network of internal PG&E and external resources. Partners with multiple PG&E departments to provide integrated services. 				
Job Title	Economic Development Specialist, Associate	Economic Development Specialist	Economic Development Specialist, Senior	Economic Development Specialist, Expert	Economic Development Specialist, Principal
Position Title	Economic Development Specialist, Associate	Economic Development Specialist	Economic Development Specialist, Senior	Economic Development Specialist, Expert	Economic Development Specialist, Principal
PGE Job Level	Associate	Career	Senior	Expert	Principal
SAP Job Code	50419636	50419637	50419638	50419639	50419640
Distinguishing Characteristics	<ul style="list-style-type: none"> Provide support (e.g. research/ administrative help) to more senior team members in developing the community's energy vision and sustainability plan. Utilize community scale data analysis in support of more senior team members. Assist with organizing appropriate PG&E resources to meet community reduction goals. Provides research assistance related to key stakeholders and methods of engagement. Provide volunteer/ set up assistance 	<ul style="list-style-type: none"> Collaborate with smaller and less politically visible local government and community leadership to develop energy vision and sustainability plan. Utilize community scale data analysis from provided templates with a basic understanding (some complexity). Collect, organize and analyze data Participate on project teams Manage community energy as a portfolio and deploy PG&E resources to help meet reduction 	<ul style="list-style-type: none"> Collaborate with large, politically visible local government and community leadership to develop energy vision & sustainability plan. Utilize community scale data analysis to develop recommendations/ goals along with input from internal departments (moderate complexity). Determine data, reporting needs and requirements and support the development of new reports of moderate complexity Analyze data, reports, findings and develop actionable recommendations May develop basic custom and ad-hoc reports based on assessed needs and 	<ul style="list-style-type: none"> Collaborate with larger, more progressive and politically complex local government and community leadership to develop energy vision and sustainability plan. Utilize community scale data analysis to develop recommendations/ goals along with input from internal departments, developing custom reports as needed (high level of complexity). Drive data and modeling related projects incorporating complex variables for improved results and accuracy. Interpret data, reports and findings and present findings and recommendations to Director levels across PG&E and to senior government and regulatory officials. 	<ul style="list-style-type: none"> Collaborate with the largest, most progressive and most politically complex local government and community leadership to develop energy vision and sustainability plan. Provide support and input to other team members during this process. Utilize community scale data analysis to develop recommendations/ goals (highest complexity) along with input from internal departments, developing custom reports (internal and external) in support of data team and supporting other team members. Manage community energy as a portfolio, deploy PG&E resources to help meet reduction goals, lead largest increases in organization's program uptake.

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	<ul style="list-style-type: none"> for community events when needed. Populate, publish standard reports Collect, organize and distribute data 	<ul style="list-style-type: none"> goals, leading to some increase in organization's program uptake. Engage key stakeholders (e.g. LG Climate Action Team/Green Task Force and the public). Comfortable with proactive networking to increase community contacts Public Presence: Support community co-branding efforts around climate goals, attend relevant city events. Identify pre-existing comprehensive energy recommendations, goals and campaigns by segment and update internal and external teams. Proficient levels of expertise around over-arching energy strategies and speed at identifying and prioritizing areas of focus. Maintain supportive relationships with Government Relations, Energy Solutions and Service, Green Communities and Government Partnerships. Reactively support Account Executive's work with assigned customers as part of community scale sustainability efforts. 	<ul style="list-style-type: none"> requirements Present information and recommendations to management, partners Lead small to mid-size projects on behalf of the department Manage community energy as a portfolio and deploy PG&E resources to help meet reduction goals, leading to a medium increase organization's program uptake. Engage key stakeholders (e.g. LG Climate Action Team/Green Task Force and the public). Basic pre-existing network to draw from. Public Presence: Coordinate community co-branding efforts around climate goals, attend and occasionally speak at relevant city events. Identify and track comprehensive energy recommendations, goals and campaigns by segment and update internal and external teams. Knowledge and understanding of over-arching energy strategies speed at identifying and prioritizing areas of focus, and ability to support a segment strategy. Collaborate with and maintain supportive relationships with Government Relations, Energy Solutions and Service, Green Communities and Government Partnerships. Proactively support Account Executive's work with assigned customers to encourage organization's program participation in community scale sustainability efforts. Train (content provided) customer-facing employees on sustainability-related matters impacting customers and determining success in meeting 2014 corporate goals. 	<ul style="list-style-type: none"> Manage community energy as a portfolio and deploy PG&E resources to help meet reduction goals, leading to a large increase in organization's program uptake. Engage key stakeholders (e.g. LG Climate Action Team/Green Task Force and the public). Maintain a wide network to draw from. Public Presence: Lead community co-branding efforts around climate goals, attend (regularly speak) at relevant city events. Identify, create and track comprehensive energy recommendations, goals and campaigns by segment and update internal and external teams. Higher levels of expertise around over-arching energy strategies, speed at identifying and prioritizing areas of focus, and ability to build and lead a segment strategy. Lead collaboration with Government Relations, Energy Solutions and Service, Green Communities and Government Partnerships. Demonstrate strong working relationships with these groups. Proactively support Account Executive's work with assigned customers, including field visits and initiating meetings between business leaders and local government leaders around shared goals. Train (content created) customer-facing employees on sustainability-related matters impacting customers and determining success in meeting 2014 corporate goals. 	<ul style="list-style-type: none"> Engage key stakeholders (e.g. LG Climate Action Team/Green Task Force and the public). Extensive network to draw from. Public Presence: Lead community co-branding efforts around climate goals, speak at relevant city events. Show initiative in strategically creating speaking opportunities pertinent to PG&E/ city goals and partnership. Identify, create and track comprehensive energy recommendations, goals and campaigns by segment and update internal and external teams. Highest levels of expertise around over-arching energy strategies, speed at identifying and prioritizing areas of focus, and ability to build and lead a segment strategy. Lead multiple collaborations with Government Relations, Energy Solutions and Service, Green Communities and Government Partnerships. Demonstrate deep relationships with these groups on a regular basis and with a high level of influence. Proactively support Account Executive's work with assigned customers, including field visits and initiating meetings between business leaders and local government leaders around shared goals. Demonstrate high impact results and success stories related to private/public partnerships. Train (content created) customer-facing employees on sustainability-related matters impacting customers and determining success in meeting 2014 corporate goals. Train/ coach other SCEMs on training best practices. Develops and uses industry best practices, benchmarking and in-depth research in development of strategy Develops unique and innovative approaches, strategies and tactics that have company wide use and implication.
Supervisory					

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Responsibility					
Education Minimum	<ul style="list-style-type: none"> Bachelor's degree or equivalent experience 	<ul style="list-style-type: none"> Bachelor's degree or equivalent experience 	<ul style="list-style-type: none"> Bachelor's degree or equivalent experience 	<ul style="list-style-type: none"> Bachelor's degree or equivalent experience 	<ul style="list-style-type: none"> Bachelor's degree or equivalent experience
Desired			<ul style="list-style-type: none"> MA/MS in engineering, environmental management, sustainable business management or similar 	<ul style="list-style-type: none"> MA/MS in engineering, environmental management, sustainable business management or similar 	<ul style="list-style-type: none"> MA/MS in engineering, environmental management, sustainable business management or similar
License/Certification Minimum	<ul style="list-style-type: none"> Valid driver's license 	<ul style="list-style-type: none"> Valid driver's license 	<ul style="list-style-type: none"> Valid driver's license 	<ul style="list-style-type: none"> Leadership in Energy and Environmental Design Accredited Professional (LEED AP) or similar accreditation Valid driver's license 	<ul style="list-style-type: none"> Leadership in Energy and Environmental Design Accredited Professional (LEED AP) or similar accreditation Valid driver's license
Desired	<ul style="list-style-type: none"> Leadership in Energy and Env. Design Accredited Green Associate (LEED GP) 	<ul style="list-style-type: none"> Leadership in Energy and Env. Design Accredited Green Associate (LEED GP) 	<ul style="list-style-type: none"> Leadership in Energy and Env. Design Accredited Green Associate (LEED GP) 		
Experience Minimum	<ul style="list-style-type: none"> No previous experience required 	<ul style="list-style-type: none"> Three years of relevant experience 	<ul style="list-style-type: none"> Six years of relevant experience 	<ul style="list-style-type: none"> Eight years of relevant experience 	<ul style="list-style-type: none"> 10 years of relevant experience
Desired	<ul style="list-style-type: none"> One year of relevant experience 				
Knowledge, Skills, Abilities Desired	<ul style="list-style-type: none"> Desire to learn basics of Greenhouse Gas (GHG) management and other sustainability-related matters, including relevant regulation Peripheral knowledge or recognition of key terms and topics "Can-do" attitude, strong drive and initiative Good time management and critical thinking 	<ul style="list-style-type: none"> Basic knowledge of GHG management: inventories, goals, reduction strategies etc. Developing regulatory knowledge around related legislation: AB32, AB1103, SB375 etc. Developing knowledge of green building frameworks and regulations (Title 24, Calgreen + reach codes etc.) Comfortable giving presentations – can get key points across Developing political savvy, and may have established some partnerships with community leaders Good time management and critical thinking 	<ul style="list-style-type: none"> Knowledge and experience with GHG management: inventories, goals, reduction strategies etc. Foundational regulatory knowledge around related legislation: AB32, AB1103, SB375 etc. Foundational knowledge of green building frameworks and regulations (Title 24, Calgreen + reach codes etc.) Demonstrated political savvy Presentation, software and analytic skills Demonstrated ability to provide proactive customer service while creating innovative solutions of a complex nature Demonstrated ability to quickly identify, prioritize and implement aspects of an over-arching energy strategy High level of initiative, drive and positive, "can-do" attitude. Ability to address internal concerns and hurdles with ease Provides customers success stories for internal use 	<ul style="list-style-type: none"> Deep understanding of the implications of related regulation Deep understanding of and experience with green building frameworks and regulations (Title 24, Calgreen + reach codes etc.) Creation of curriculum and presentation templates to be used as a best practice. Advanced team development and trust building skills, excels at building internal partnerships with other departments Able to hear unvoiced client/customer needs and to guide stakeholders respectfully and skillfully Regular interaction with elected officials and executive business leaders Develops custom data templates and strategies which lead to best practices Provides occasional support and input related to city reach codes and policies around sustainability and energy efficiency 	<ul style="list-style-type: none"> Ability to train others on implications of related regulation Ability to train others in green building frameworks and regulations (Title 24, Calgreen + reach codes etc.) Participates in team strategy and corporate culture change with higher level executives Skilled at bringing human skill (individuals) and other resources together in the right way, at the right time to produce high impact results Demonstrates consistent humility and poise in customer/client relationships, and able to deliver high levels of professional impact Consistently provides support and input related to city reach codes and policies around sustainability and energy efficiency. Highest level of expertise here compared to teammates Provides customer/approach success stories – entered to public forums, competitions and wins

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				<ul style="list-style-type: none"> Provides customer/approach success stories – entered to public forums, competitions 	
Supplemental/ Other Minimum	<ul style="list-style-type: none"> PG&E office environment combined with community visits in support of regional climate planning efforts. After hours work may be required for city council meetings, green conferences, or sustainability events in the community. Travel to San Francisco for monthly team meetings required. Percentage of required travel varies by community size and season. 	<ul style="list-style-type: none"> PG&E office environment combined with community visits in support of regional climate planning efforts. After hours work may be required for city council meetings, green conferences, or sustainability events in the community. Travel to San Francisco for monthly team meetings required. Percentage of required travel varies by community size and season. 	<ul style="list-style-type: none"> PG&E office environment combined with community visits in support of regional climate planning efforts. After hours work may be required for city council meetings, green conferences, or sustainability events in the community. Travel to San Francisco for monthly team meetings required. Percentage of required travel varies by community size and season. 	<ul style="list-style-type: none"> PG&E office environment combined with community visits in support of regional climate planning efforts. After hours work may be required for city council meetings, green conferences, or sustainability events in the community. Travel to San Francisco for monthly team meetings required. Percentage of required travel varies by community size and season. 	<ul style="list-style-type: none"> PG&E office environment combined with community visits in support of regional climate planning efforts. After hours work may be required for city council meetings, green conferences, or sustainability events in the community. Travel to San Francisco for monthly team meetings required. Percentage of required travel varies by community size and season.
Desired	<ul style="list-style-type: none"> Willingness to use personal vehicle for reimbursed company mileage. 	<ul style="list-style-type: none"> Willingness to use personal vehicle for reimbursed company mileage. 	<ul style="list-style-type: none"> Willingness to use personal vehicle for reimbursed company mileage. 	<ul style="list-style-type: none"> Willingness to use personal vehicle for reimbursed company mileage. 	<ul style="list-style-type: none"> Willingness to use personal vehicle for reimbursed company mileage.

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Technical Competencies	Technical Competency Descriptions	Proficiency Level*				
		Associate	Career	Senior	Expert	Principal
Sustainability Passion/Expertise	Technical expertise related to sustainability and green business. Specialized knowledge of sustainability communications and customer motivations. Sense of personal mission and vision of the utility role in GHG reduction and the mitigation of climate change.	Novice	Proficient	Advanced	Advanced	Master
Advocacy and Persuasion	Effectively influences others to achieve understanding, acceptance, and commitment to act in support of ideas, programs or causes.	Novice	Proficient	Proficient	Advanced	Master
Public Speaking, Training, Facilitation	Demonstrates skill in delivering clear, understandable oral presentations to groups; effectively organizes and tailors presentation to meet the needs of the audience. Coordinates and leads small groups. Creates a cooperative and productive environment in which to resolve problems or develop and implement plans.	Novice	Proficient	Advanced	Advanced	Master
Information Analysis and Systems-Thinking	Breaks down information into components, identifies underlying principles or facts, and recognizes interrelationships; shows insight into the root-causes of problems or issues. Strong critical thinking and problem-solving orientation (out-of-the box solutions). Sees underlying and often hidden interconnections and can leverage for successful strategy implementation.	Novice	Proficient	Proficient	Advanced	Master
Adaptability (Open to Change)	Adjusts easily to changing business needs, conditions and work responsibilities; adapts approach, goals and methods to achieve successful solutions and results.	Novice	Proficient	Proficient	Advanced	Master
Utility Industry Knowledge and Energy Management	Knows the business and its environment; is knowledgeable about key issues and trends including emerging best practices and technology; is familiar with the industry language and terminology. Knowledge of energy industry; gas and electric transmission and distribution systems (including generation and self-generation); PG&E rates, tariffs, and contracts; PG&E products and services (such as customer energy efficiency, load management programs and Internet based tools and resources, core and non-core gas service, direct access).	Novice	Proficient	Proficient	Advanced	Master
Political/Organizational Savvy (internal and external)	Strong sense of awareness and savvy in political situations. Ability to speak diplomatically on behalf of PG&E with outside organizations. Presents self as a positive representative of the organization; projects confidence, alertness, and energy; grasps the nuances of appropriate behavior for the situation. Grasps the workings of the total organization as a formal and informal system; aligns and maneuvers organizational resources and internal politics skillfully to solve problems or accomplish goals	Novice	Novice	Proficient	Advanced	Master
Relationship Building	Develops and maintains work relationships, contacts, and networks; demonstrates skill in achieving cooperation from others in order to achieve a goal.	Novice	Proficient	Advanced	Advanced	Master
Change Management/ Stakeholder Engagement	Serves as a change agent by promoting collaborative stakeholder engagement, acceptance of change, managing stakeholder expectations, and advancing new initiatives. Actively listening to stakeholders inside and outside the company.	Novice	Novice	Proficient	Advanced	Master
Performance Consulting and Sales	Provides client assistance in identifying performance gaps, designing solutions, implementation of solutions and evaluation of programs. Strong interpersonal and communication skills, specifically to facilitate both the technical and human component of organizational planning and goal setting. Effectively links products and/or services to address the customer's business needs; articulates and positions solution implications, options, and approaches to meet customer objectives.	Novice	Proficient	Advanced	Advanced	Master
Internal Coordination	Manages communication activities and efforts across multiple PG&E departments to ensure seamless customer service and client satisfaction. Excels in a team environment and models a collaborative spirit.	Novice	Proficient	Advanced	Advanced	Master
Emotional Intelligence/ Humility	Emotionally astute and in tune with the needs of others. Able to be the bigger person, to maintain professionalism and humility in dealing with team members and clients. Coachable and committed to continuous learning	Novice	Proficient	Advanced	Advanced	Master

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***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.

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