



Energy Efficiency Programs Leadership - Job Profile

Line of Business: Customer Care / Customer Energy Solutions Job Family: Energy Efficiency Programs Leadership Reports to (Job Title): VP, Customer Energy Solutions	Effective Date of Job Profile: August, 2013 Last Updated:
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Job Family Summary	Responsible for the operation and administration of Customer Energy Efficiency (CEE) programs, policies and solutions. Ensure programs and operations are in compliance with regulatory and legislative policies and guidelines. Evaluate the effectiveness of the program portfolio in meeting customer and programs goals and objectives. Implements changes to improve upon both customer satisfaction and program results.
Job Title	Senior Director, Energy Efficiency Programs
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PGE Job Level	Senior Director
SAP Job Code	50485571
Job Responsibilities	<ul style="list-style-type: none"> • Manages the portfolio of energy efficiency programs, products and solutions aligning resources and budgets to provide the greatest return on investment considering portfolio goals, regulatory requirements and the needs of customers. • Partner with other organizations in Customer Care and at PG&E to understand how programs and solutions are meeting the needs of customers. • Develop and use customer and market data, information and intelligence to help guide portfolio decisions. • Develop standards, policies and practices and provides operational oversight, monitoring and analysis to ensure that programs are in compliance with rules and regulations. • Partners with external stakeholders including regulators, legislative bodies and other utilities to share experiences, best practices, lessons learned with regard to programs and solutions and incorporate into operations at PG&E. • Influencees changes to regulatory and legislative priorities, policies and standards based on customer needs and program experience. • Educates PG&E employees on programs, products and solutions. • Educates customers on programs, products and solutions.
Supervisory Responsibility	<ul style="list-style-type: none"> • Recruit/select, communicate expectations, foster employee engagement, coach, develop, mentor, recognize and reward employees in order to drive performance and results. • Manages Director & Support employees
Education Minimum	<ul style="list-style-type: none"> • Bachelor's degree or equivalent work experience
Desired	
License/Certification Minimum	
Desired	
Experience Minimum	<ul style="list-style-type: none"> • Minimum of 10 years of related work experience • Progressive management experience
Desired	<ul style="list-style-type: none"> • Experience leading a large and complex organization • Experience in a regulatory environment • Utility industry experience
Knowledge,	<ul style="list-style-type: none"> • Extensive knowledge of energy efficiency programs, products and solutions.



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Skills, Abilities Desired	<ul style="list-style-type: none">• Knowledge of regulatory and legislative bodies and process that affect energy efficiency programs and solutions.• Ability to establish and communicate to stakeholders the portfolio strategy, direction and priorities.• An excellent communicator, able to work well across a complex organization. Able to articulate progress and issues well to internal and external stakeholders.• An organized, detail-oriented executive who can dive into detail for a deep understanding around issues and also articulate impact for high level strategy.• Ability to lead a large operational organization• Ability to lead change
Other Minimum	
Desired	