



Job Description

Customer Programs Specialist I

Summary

Under supervision of Customer Programs Manager and/or the Director of Customer Programs, the Customer Programs Specialist I supports the development, implementation and coordination of multiple energy efficiency and other integrated demand side management (IDSM) activities and/or supports the customer facing aspects of the energy efficiency, IDSM and low-income programs for MCE. The Customer Programs Specialist I will support the Customer Programs Manager and will work alongside other program staff in implementation of programs tailored to energy demand reductions for residential and non-residential customers. The Customer Programs Specialist I may interface with other partner agencies and stakeholder groups, coordinate activities of sub-contractors, and interact with a wide range of customers groups, and perform other related tasks as assigned.

Depending upon the assignment, the position requires knowledge of energy efficiency technologies, data collection and management, and integrated demand side management. It requires the ability to support multiple projects on tight deadlines and to use metrics to validate energy efficiency impacts. Experience with California ratepayer funded energy efficiency programs is preferred, and experience with marketing, outreach, and databases is desirable.

Class Characteristics

The Customer Programs Specialist I performs assignments under the general supervision of the Customer Programs Manager and /or Director of Customer Programs and works in close contact with the other team members across the agency. The incumbent may interface with program participants, customer groups including building owners and managers on MCE's behalf to implement energy savings projects that conform to the requirements of customer programs and related benchmarks. The incumbent may interface with sub-contractors to track successful program delivery and identify areas for improvement. Depending upon the assignment, responsibilities may include oversight for on the ground energy efficiency improvement work, including coordination of direct install programs, acting as a 'single point of contact' for customers involved in the program, providing technical assistance for customers, coordinating data collection and management to meet regulatory guidelines and evaluate program performance, supporting technical analysis of existing and proposed

programs, identifying eligible program measures, offerings, and providing preliminary cost effectiveness analyses. The Customer Program Specialist may also be asked to work on specific marketing and outreach campaigns in close coordination with other staff and/or specific research projects related to the implementation of development of integrated demand side management program strategies or other research related to the Energy Efficiency programs including low-income offerings.

Supervisory Responsibilities

There are no supervisory responsibilities for this position.

Break-down of time spent on various work areas:

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| • Program Coordination and Outreach | 45% |
| • Program Technical Assistance | 20% |
| • Program Administrative Assistance | 30% |
| • Miscellaneous | 5% |

Essential Functions (Illustrative Only)

- Assist Staff, Technical Team and MCE Board with implementation of MCE's Customer Programs.
- Support Customer Programs Program Managers in developing proposals for grant funding and other program revenue opportunities.
- Interface with program participants, building owners, managers, and professional organizations on MCE's behalf.
- Design and maintain databases for customer and program tracking.
- Perform coordination and outreach for resource conservation projects.
- Assist with data collection and reporting for MCE's customer programs.
- Work with the Public Affairs team to develop marketing collateral for Customer Programs.
- Assist in data collection and metric development to track program success.
- Track program budgets, including expense reports, and assist Customer Programs Program Managers in compiling this information when requested.
- Occasionally assist in preparation for meetings with external stakeholders, including scheduling and preparing materials and technology.
- Organize and maintain electronic files on server.
- Assist in preparation of documents (word processing, spreadsheet, Adobe creative suite, or presentations) as requested.
- As assigned, assist in the implementation of MCE's Strategic Plan.

Experience/Education

Any combination of education and experience that would provide the knowledge and skills required to perform the duties of the position. Typically, a Bachelor's Degree in engineering, energy resources, environmental sciences, business administration or a closely related field, and two (2) years of progressively responsible experience in a resource conservation program, energy efficiency, renewable energy, environmental science, project and/or program management, working with low-income populations and/or disadvantage communities. Technical experience and/or a Master's Degree in a related field are desirable.

Knowledge of

- Goals and mission of MCE and Community Choice Aggregation programs.
- Energy conservation strategies, energy efficient building construction and demand response applications.
- Resource conservation program implementation, particularly customer acquisition or program design.
- Low-income populations and environmental justice practices.
- Microsoft Office programs including Excel, Word and PowerPoint programs.
- Knowledge of InDesign, Photoshop, or Adobe Illustrator, CRM technology (Microsoft Dynamics and / or Salesforce) is desired.

Ability to

- Establish and maintain effective working relationships with persons encountered in the performance of duties.
- Critically evaluate proposals, programs and policies and analyze data to evaluate program success.
- Use metrics to validate impacts of energy efficiency projects.
- Support projects to completion of energy efficiency upgrades.
- Provide technical assistance on energy efficiency to customers and to government affiliates.
- Draft marketing collateral, PowerPoint presentations, and present program offerings to participants.
- Draft proposals for grant funding and other program revenue opportunities.
- Research and recommend measures or strategies for inclusion into the energy efficiency program.
- Understand financial incentives and recommend incentive design.
- Make presentations as required at public meetings.
- Communicate effectively both verbally and in written form.
- Manage multiple priorities and quickly adapt to changing priorities in a fast

paced dynamic environment.

- Take responsibility and work independently, as well as participate in team efforts.
- Be thorough and detail-oriented.
- Work accurately and swiftly under pressure.
- Demonstrate patience, tact, and courtesy.
- Interface with customers, subcontractors, as well as MCE Staff and Board Members to produce measurable energy efficiency results.
- Communicate effectively in Mandarin, Spanish, and/or Vietnamese is desirable.

Language and Reasoning Skills

- Exercise sound judgment, creative problem solving, and commercial awareness.
- Develop high-quality writing, research and communication work products.
- Deliver clear oral and written communication.
- Interact professionally and effectively with customers, commercial partners, MCE staff team and Board of Directors.
- Apply strong analytical and problem-solving skills.
- Manage projects and time efficiently.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Depending upon the assignment, may need the ability to design and perform statistical tests and draw conclusions from the results.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is frequently required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand.

The employee must occasionally lift and/or move up to 20 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

ADA Compliance

MCE will make reasonable accommodation of the known physical or mental limitations of a qualified applicant with a disability upon request.