

ENERGY SERVICES ACCOUNT REPRESENTATIVE I

SALARY: \$6,822 to \$9,142 monthly (26 pay periods annually)

FINAL FILING DATE: We are accepting the **first 50 qualified applications** or closing at 5 pm, June 7, 2017; **whichever occurs first.**

IT IS MANDATORY THAT YOU COMPLETE THE SUPPLEMENTAL QUESTIONNAIRE. YOUR APPLICATION WILL BE REJECTED IF YOU DO NOT PROVIDE ALL NECESSARY INFORMATION.

THE POSITION

The Human Resources Department is accepting applications for the regular and full-time position of Energy Services Account Representative I in the Electric Department. The normal work schedule is Monday through Friday, 8:00 am –5:00 pm; a flex schedule may be available.

The City of Roseville promotes a no smoking atmosphere.

DEFINITION

To perform professional analytical work in the development and implementation of energy efficiency, conservation, renewable energy, and demand-side resource management programs for residents and businesses within the City; to research, develop and implement marketing strategies designed to promote such programs and encourage new and continuing customer participation; and to receive and respond to customer questions related to such programs.

DISTINGUISHING CHARACTERISTICS

This is the entry level class in the Energy Services Account Representative series. This class is distinguished from the journey level by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under general supervision while learning job tasks.

SUPERVISION RECEIVED AND EXERCISED

- Receives general supervision from the Retail Electric Services Supervisor.
- May exercise technical and functional supervision over administrative support staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

- Research, develop, implement, and manage various energy efficiency and conservation programs for residential, large and small retail commercial electric utility customers, tenant improvements, new residential construction, and retro-fit projects; update and modify existing programs to make best use of new technology, to respond to customer needs and to reduce electric utility demands and operating costs.

- Work closely with customers, building and business owners, architects, developers, and contractors to determine energy efficiency programs that meet their needs, enhance operations and reduce electric utility payments; assist in identifying and resolving problems and concerns related to energy efficient and environmentally sound installations.
- Design, develop and implement marketing plans and strategies to promote energy efficiency programs, balancing value of program benefits against program operation and marketing costs; determine marketing techniques, such as rebates and renewable energy credits, best suited to promote specific programs.
- Develop, administer and monitor program operation and related marketing budgets.
- Research products to improve electric energy efficiency; review electric industry and various market sectors for best practices; identify new technology and products that are available to customers and meet the demographics of the City.
- Conduct market research including surveys and analysis regarding public opinion about the value of and demand for energy efficiency programs.
- Develop, implement, and maintain the use of photovoltaic systems at City facilities, including design, construction, purchase, and installation phases; ensure adequate maintenance of systems to optimize benefit.
- Develop, manage, and maintain a commercial/industrial voluntary load reduction program for use during energy critical/emergency demand situations.
- Provide short and long-term forecasts regarding power supply demands for use in an integrated resource plan based on current/anticipated rates and customer use information; manage databases to monitor and report related information.
- Make presentations regarding programs; educate and inform customers, developers, contractors, architects, City staff and others about energy efficiency programs and related cost savings; represent the City at events, fairs and other public gatherings; participate in panel discussions to explain programs and describe participation benefits and requirements.
- Receive and review public benefit rebate applications, ensuring products installed meet technical requirements; perform on-site inspections and process for rebate payment.
- Research and review grant opportunities; complete and submit grant application and administer grants; develop and implement programs consistent with grant requirements.
- Maintain awareness of current codes, laws, and regulations and technological developments affecting energy efficiency programs.
- Develop and implement measures to analyze and evaluate program effectiveness and methods of recruitment and enrollment; recommend modifications for process improvements; and prepare related cost/benefit analysis.
- Develop and recommend new and/or modified policies, programs, and services to meet new program marketing opportunities and/or improve service to existing customers.
- Coordinate with City staff in other divisions and departments regarding program operations and to facilitate resolution of customer issues and concerns; interpret customer issues and investigate complaints and recommend corrective action.
- Prepare a variety of technical reports that include supporting statistical data.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles and practices of cost/benefit analysis, including methods of quantitative analysis.
- Principles and practices of electric energy efficiency technologies and related program development and implementation.
- General methods of business decision making.
- Development and implementation of new policies related to customer service operations.
- Principles and practices for marketing services and programs and related communications techniques.
- Basic program and project management, consultant contract administration, and related budget coordination.
- Effective public presentation skills and methods.
- Technical report writing procedures and techniques.
- Modern office procedures, methods and computer equipment including word processing, database and spreadsheet applications.
- Principles and practices of customer service.

Ability to:

- Perform professional analytical work in developing, managing, implementing and marketing energy efficiency and conservation programs to a variety of customers.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.
- Learn program development and management skills.
- Learn electric consumption economics and electric utility operating procedures and practices.
- Learn to manage a project from inception to completion.
- Learn to prepare and administer program budgets.
- Learn City policies and procedures and department standards related to customer service energy efficiency programs.
- Learn pertinent local, State, and Federal codes, regulations, and laws.
- Use effective marketing, sales and business retention methods.
- Develop and coordinate new policies and programs for customer service operations.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience:

One year of responsible professional marketing, sales, or customer support experience in a technical environment. Experience in an energy services industry is desirable.

Training:

Equivalent to a Bachelor's degree from an accredited college or university in marketing, business administration, public administration, engineering or a related field.

License or Certificate

Possession of, or ability to obtain, a valid California driver's license.

SUPPLEMENTAL QUESTIONNAIRE

1. Your responses to questions 2-7, the applicant's education, training and experience, will be scored using a pre-determined formula. Your responses to these questions must be consistent with your employment application information. This experience must also be described in the "Work Experience" section of this application. Responses to the supplemental questionnaire that are inconsistent from your "Work Experience" section in the application will not be scored. I understand and agree with the above instructions.
 - Yes
 - No
2. How many years of technical environment experience do you have in professional marketing, sales, or customer support in an energy services industry?
 - Less than 1 year
 - 1-2 Years
 - 2-3 Years
 - 3-4 Years
 - 4+ Years

3. Describe projects or times when you worked closely with customers to identify their energy needs and how you identified and resolved their questions and concerns.
4. Provide examples of when you researched, developed, implemented, and/or managed energy efficiency and/or distributed energy response programs.
5. Describe your ability to design, develop and implement marketing plans and strategies.
6. Describe your understanding of the electric utility business model.
7. Describe your management approach and experience supervising contractors or staff and leading cross functional teams.

SELECTION PROCESS

All candidates meeting the minimum qualifications will have their application scored in a Formula Rate Examination. The applicant's experience and education will be evaluated using a pre-determined formula. Scores from this evaluation will determine applicant ranking and placement on the Employment List. Supplemental questions will be utilized by the department hiring authority to make interview and selection determinations. Please note that applicants who meet minimum qualifications will be required to respond to an online Criminal Conviction Questionnaire sent via e-mail. Failure to respond to this questionnaire within (5) five calendar days of the e-mail notification will result in your application not being considered further. Final appointment is contingent upon a check of past employment references, passing a City-paid fingerprint check and depending on position applied for a pre-employment medical exam and a drug and alcohol screening test.

THE CITY OF ROSEVILLE IS AN EQUAL OPPORTUNITY EMPLOYER. IF YOU REQUIRE AN ACCOMMODATION DUE TO A DISABILITY, PLEASE CONTACT THE HUMAN RESOURCES DEPARTMENT AT LEAST 5 WORKING DAYS BEFORE A SCHEDULED INTERVIEW/EXAMINATION PROCESS. MEDICAL DISABILITY VERIFICATION MAY BE REQUIRED PRIOR TO ACCOMMODATION.