



**SALARY RANGE:**

\$76,932 – \$120,894

\$92,320 – \$145,072

**POSITION TITLE:**

**ENERGY SERVICES SPECIALIST  
SENIOR ENERGY SERVICES SPECIALIST**

**SUMMARY DESCRIPTION**

The Energy / Senior Energy Services Specialist (S/ESS) position works under the general supervision of the Energy Services Manager and has responsibility for a wide range of customer service, program management and community development, business development, and technical support matters. Responsibilities include deployment and technical support of SVCE programs and program areas, responses to customer inquiries, billing analysis, and providing presentations to business and community groups.

The S/ESS works directly with residential and/or business customers, community stakeholders and solution providers via email and telephone, and through in-person meetings and interactions. They are expected to be highly knowledgeable in SVCE programs, providing customers or other staff with technical explanations of SVCE programs and managing related organizational and operational mechanisms. They work effectively in a highly cross-functional organization, with SVCE's Decarbonization and Grid Innovation programs team, and other functions.

To be effective, the S/ESS will also need to develop expertise with PG&E programs and billing mechanisms to help customers optimize electric usage and electrification activities and analyze and explain usage and billing data. The Energy Services Specialist will also assist with regional stakeholder outreach and community events within the SVCE service territory, to provide education, build and maintain working relationships. Energy Services Specialists will be assigned with tasks related to the development, implementation, and/or administration of various SVCE customer programs.

The S/ESS position is the starting level in the Energy Services Specialist series. It requires a moderate degree of responsibility for handling general customer accounts, solid organizational and program management skills and expertise, and a broad, general depth of industry and energy-related expertise, customer service experience, program delivery and operational experience. The SESS position is differentiated from the Energy Services Specialist position based upon the higher degree of responsibility for handling complex accounts, organizational and program management skills and expertise, depth of industry and energy-related expertise, customer service experience, program delivery and operational experience.

**SUPERVISION RECEIVED AND EXERCISED**

The Energy Services Specialist position reports to the Energy Services Manager and includes some supervision of consultants and contractors.

## **ESSENTIAL FUNCTIONS**

### **Customer and Community Relations**

- Present SVCE services to customers and communities
- Establish relevant key account contacts and maintain relationships
  
- Regularly engage with and support the Member Agency Working Group (MAWG)
- Provide direct support for inquiries from key accounts
- Identify customer needs through direct meetings, surveys, events
- Match customers with SVCE services and programs based on needs
- Measure and communicate results with communities, key accounts
- Participate in relevant industry and working groups, advisory boards

### **Program Deployment**

- Effectively convene and engage customers, stakeholders and solution providers
- Engage in program operational design, deployment and administration
- Author program communications
- Provide project and/or program management
- Vendor negotiations, contracting and management
- Support of EM&V processes
- Provide knowledge and expertise in (some combination of):
  - Electric vehicle and EV charging systems
  - Building systems, e.g. HVAC/mechanical, electrical, controls
  - Solar, NEM and storage
  - Demand management programs
  - Building codes
  - Facilities management
- Develop and deliver content and training on electrification

### **Customer Rates and Offerings**

- Assist with development and maintenance of SVCE electricity rates and rate programs
- Implement new PG&E /CPUC-initiated programs and rate structures
- Assist with development of competitive customized energy service offerings for large commercial/industrial (C&I) customers
- Support customer-specific analytics and modeling for custom offerings
- Support contracting and ongoing delivery of custom C&I offerings
- Assist with definition of economics/value propositions for online customer offerings
- Identify, document and champion new business development opportunities

### **Customer Operations**

- Support detailed utility bill inquiries, including complex NEM, storage, commercial and EV rates
- Support call center operations, and customer escalations
- Perform rate and cost comparisons
- Communicate billing information
- Support general energy-related inquiries from customers and other stakeholders
- Effectively utilize SVCE CRM and customer data analytics systems in support of

customer interactions

- Deliver effective customer correspondence
- Support regulatory notices, e.g. JRM, PCL, Move-ins
- Support NEM cash-outs
- Manage customer metrics, e.g. opt outs, load statistics, forecast info
- Assist with development and support of community GHG tracking
- Engage effectively with SVCE billing services provider (Calpine), PG&E rep(s)

## **KNOWLEDGE, SKILLS AND ABILITIES**

*Knowledge and experience with:*

- Electrification and decarbonization programs
- Building systems, including HVAC, electrical/lighting, controls, solar/NEM, energy storage, building codes and facilities management
- Electric vehicles, charging infrastructure, and fleet electrification
- Utility billing structures, bill presentment, and program operations
- Community Choice Aggregation (CCA) programs, the interaction between CCAs and investor-owned utilities, and SVCE services
- Principles of effective account management, marketing and salesmanship
- Diverse communities and customer types in the SVCE service area
- Microsoft Excel, including some familiarity with functions and advanced features
- Microsoft Office Suite, including Power Point and Word
- Use of CRM systems and customer data analytics
- Appropriate telephone and e-mail etiquette
- Principles and practices of employee supervision, as applicable
- Recognized within current organization and externally as excellent with the above

*Ability to:*

- Establish and maintain effective working relationships with local community groups and governmental organizations, SVCE Board members and other local elected officials; industrial, commercial and residential customers; supervisors and coworkers
- Take responsibility and work independently, as well as coordinate or participate in team efforts
- Develop effective and compelling presentations
- Effectively utilize data, estimation, heuristics, and reporting
- Exercise sound judgment in applying appropriate policies and procedures
- Demonstrate creative problem solving and commercial awareness
- Communicate effectively both verbally (by phone and in-person) and in written form
- Manage projects and time efficiently
- Represent SVCE with confidence and enthusiasm
- Be self-motivated with a strong drive to resolve issues quickly and effectively
- Manage multiple priorities and quickly adapt to changing priorities in a fast paced, dynamic environment
- Work accurately and swiftly under pressure
- Demonstrate patience, tact and courtesy
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*Willingness to:*

- Work occasional overtime or on weekends and evenings

## **REQUIRED QUALIFICATIONS**

**Experience and Training Guidelines:** *Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**EDUCATION.** A Bachelor's Degree from an accredited university or college is required in engineering, environmental science, operations management, business/economics or closely related field, or other degrees with demonstrable and commensurate work experience that are directly relevant for this position. A Master's Degree or building trades experience is highly desirable.

**EXPERIENCE:** Some number of years, depending on level, of progressively responsible customer-facing experience with clean energy-related products or services at: an energy services company, corporate/commercial facilities engineering, design, management or consulting company, electric utility, energy or buildings-related department of a public agency, energy products company, or a related organization.

- Energy Services Specialist: 2-4 years of experience
- Sr Energy Services Specialist: 4-6 years of experience

**LICENSES/CERTIFICATES:** Possession and continued maintenance of a valid class C California driver's license and a safe driving record or the ability to provide alternate transportation as approved by the CEO. One or more professional certifications, including, but not limited to Certified Energy Manager (CEM), Business Energy Professional (BEP), Leadership in Energy and Environmental Design (LEED).

## **PHYSICAL AND WORKING CONDITIONS**

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

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**ENVIRONMENT.** Work is performed in a typical office setting with exposure to computer screens and at public events (fairs, meeting rooms, farmers' markets, etc.) with moderate noise and will require some evening and weekend work. The noise level in the work environment is usually typical of an office environment and public events.

**PHYSICAL.** While performing the duties of this class, employees are regularly required to sit, walk, and stand; talk or hear, in person and by telephone; reach with hands and arms. Employees are occasionally required to walk, and stand for prolonged periods; stoop, bend, kneel and twist; and may lift up to 20 pounds. Employees must be able to communicate in person, in writing, and by telephone with Board members, management, co-workers, vendors, consultants, and with the public in face-to-face, one-on-one, and group settings.

**VISION.** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and operate assigned equipment.

**HEARING.** Hear in the normal audio range with or without correction.

**-----SVCE IS AN EQUAL OPPORTUNITY EMPLOYER-----**