



ENERGY CONSULTANT

SALARY RANGE: \$80,516 - \$126,524

SUMMARY DESCRIPTION

Energy Consultant team members work under general supervision from the Account Services Manager and have responsibility for a wide range of customer service, technical support, program management and community development matters. Responsibilities include responses to customer inquiries, billing analysis, technical support of SVCE programs, and providing presentations to business and community groups.

The Energy Consultant works directly with residential and/or business customers via email and telephone, and through in-person meetings and interactions. They are expected to be experts in SVCE programs and to provide customers or other staff with technical explanations of SVCE programs and billing mechanisms. To be effective, the Energy Consultant will also need to develop familiarity with PG&E programs and billing mechanisms and be able to analyze and explain usage and billing data for customers and other staff.

The Energy Consultant will also assist with outreach and community events within the SVCE service territory, to both educate and build relationships with various groups. Energy Consultants will be assigned with tasks related to the development, implementation, and/or maintenance of various SVCE customer programs.

The Energy Consultant position is differentiated from the Senior Energy Consultant or Associate Energy Analyst position based upon the degree of responsibility for handling more complex accounts, depth of industry and energy-related expertise, customer service experience, program management and supervisory experience.

SUPERVISION RECEIVED AND EXERCISED

The Energy Consultant position reports to the Account Services Manager and the position may include supervisory and/or team leader responsibilities.

ESSENTIAL FUNCTIONS

- Develop and execute an account plan to support key customers.
- Effectively explain SVCE services and programs to customers and respond to questions clearly and adequately.
- Explain utility bill details and charges and communicate billing information to customers.
- Perform rate and cost comparisons for customers.
- Support customers with energy related inquiries.
- Provide support for escalated interactions from SVCE call center representatives.

- Manage incoming customer inquiries with professionalism and tact.
- Attend, present, and network at community meetings and events as an SVCE spokesperson.
- Ensure correspondence with customers is clear, consistent and timely.
- Interface and maintain relationships with key accounts.
- Utilize CRM (customer relationship management) tools to track customer interactions.
- Manage portfolio of customers and programs as assigned.
- Identify ways to grow team and overall staff capabilities in collaboration with the Account Services Manager.
- Identify potential business development opportunities within our customer base.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

- Utility billing structures, bill presentment, and program operations.
- Fuel switching, electric vehicles, Net Energy Metering (NEM), and smart energy controls.
- Community Choice Aggregation (CCA) programs and the services SVCE offers.
- The interaction between CCAs and investor-owned utilities.
- 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.
- Principles of account management, marketing and salesmanship.
- CRM platforms.
- Appropriate telephone and e-mail etiquette.
- Principles and practices of employee supervision, as applicable

Ability to:

- Take responsibility and work independently, as well as coordinate or participate in team efforts.
- Perform rate comparisons and bill calculations with multiple rate classes, tiers and billing components.
- Utilize estimation, heuristics, and reporting.
- Establish and maintain effective working relationships with supervisors, co-workers, customers, local community groups and organizations and SVCE Board members.
- 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.

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.

EXPERIENCE: A minimum of four (4) years of experience energy consulting or account management with a utility, energy service provider, or relevant energy technology. Bilingual proficiency in Spanish and English is strongly preferred.

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.

Professional certifications, including, but not limited to Certified Energy Manager (CEM), Business Energy Professional (BEP), Leadership in Energy and Environmental Design (LEED), HVAC, Solar, and/or Electrical work preferred.

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: Position requires sitting, walking, standing, bending, and twisting in the performance of daily activities. The position requires hand manipulation and repetitive hand movement and fine coordination in using a computer keyboard. The position requires near and far vision in reading reports and use of a computer. Acute hearing is required in supporting meetings and providing phone and in-person customer service. The position occasionally requires lifting and/or moving objects up to 20 pounds.

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-----