SEEKS CANDIDATES FOR ACCOUNT SERVICES MANAGER
ABOUT US
Formed in 2016, Silicon Valley Clean Energy (SVCE) is a Community Choice Energy service provider serving 270,000 residential and commercial customer accounts across Santa Clara County. SVCE’s mission is to provide customers with renewable and carbon-free electricity at competitive rates, and further accelerate decarbonization through deployment of innovative local programs. Program areas include building electrification, electric vehicles and charging infrastructure, battery storage and demand management programs.

SVCE is a public agency governed by a Board of Directors comprised of an elected official from each of SVCE’s thirteen member communities. SVCE has annual operating revenues of approximately $300M and strong financial reserves, and has investment-grade credit ratings from both Moody’s and Standard & Poor’s.

SVCE is looking for creative problem solvers that are excited to work in an entrepreneurial environment and grow our organization! We are committed to a diverse and inclusive workforce that is reflective of Santa Clara County’s rich culture and communities.

WORK CULTURE
SVCE exemplifies Silicon Valley’s entrepreneurial and innovative spirit by pursuing cutting edge programs and services. SVCE operates like a start up with high energy and high expectations where creative problem solvers and strong communicators work together to meet customer needs and pursue an environmentally sustainable future.

The organizational culture supports open communication, responsibility, creativity, accountability, teamwork and care while welcoming the diversity of experience and perspectives brought by each employee.

THE POSITION
The Account Services Manager (Manager) is an external-facing position, and a critical role within the SVCE organization. Responsibilities include deployment of strategic electrification programs for SVCE customers and communities, and management of customer service operations, electric rates and service offerings. In addition, the Account Services Manager maintains strong working relationships with community stakeholders and large energy customers - including key energy and sustainability contacts at many of the top tech companies in Silicon Valley. The Manager leads SVCE’s internal Account Services team, and manages third-party billing and customer service partners and selected program consultants.
The position regularly collaborates with SVCE’s Decarbonization and Grid Innovation team as well as other SVCE internal teams, and reports to the Director of Account Services and Community Relations. By maintaining and growing strong relationships with SVCE’s customer base, the community, and key third-party services partners, the Account Services Manager helps ensure the organization’s mission and goals are met.

THE IDEAL CANDIDATE

The ideal Account Services Manager candidate will:

▪ Be engaging and experienced in providing leading-edge clean energy services to customers.
▪ Possess strong skills in energy management at commercial-scale facilities, including familiarity with electric rates, electrical and mechanical building systems, and related codes.
▪ Bring strong and relevant experience with delivery of electrification and decarbonization programs for customers, including leadership in detailed development and operation of programs involving a broad range of customers, solution providers and community stakeholders.
▪ Be experienced with design and deployment of some combination of the following: energy monitoring/management, solar/net energy metering, electric vehicle infrastructure, energy storage, heat pump HVAC, and heat pump water heating (HPWH).
▪ Possess superb communication skills in writing, one-on-one conversation, small group discussion, and public presentation.
▪ Bring excellent project and program management skills, supervisory experience, and attention to detail.
▪ Embrace a growth mindset which learns from success and failure alike.
▪ Thrive working within a lean organization, and with third-party services partners.

KEY ATTRIBUTES

Customer Driven
Proactive in establishing strong customer relationships, and motivated by providing responsive, high-value services.

Mission Aligned
Passionate and pragmatic; inspired by SVCE’s mission of combating climate change through electrification and decarbonization, and the need to meet customers ‘where they are’ - defining value in both environmental and economic terms.

Collaborator
Naturally engages external and internal stakeholders in problem solving, and comfortable working in a flat, cross-functional and ‘non-siloed’ organization.

Productive
Works to maximize output and value provided by the Account Services team and SVCE as a whole, including external partners; effective in both a ‘hands-on’ entrepreneurial capacity, and in leveraging the work of team members.

Over the next two to three years, top priorities for the Account Services Manager will include:

• working with customers and key stakeholders to implement major program elements identified in SVCE’s Building Decarbonization Joint Action Plan and Electric Vehicle Infrastructure Joint Action Plan
• leading ongoing development/enhancement of SVCE’s customer engagement and energy services capabilities, with the SVCE Account Services team and partnering organizations
• engaging with top commercial and industrial (C&I) customers in development and implementation of customized pricing agreements for renewable/carbon-free electricity and related services
Qualified Candidates Will Possess the Following:

**Education:**
A Bachelor’s degree 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 is highly desirable.

**Experience:**
At least 10 years of progressively responsible customer-facing experience with clean energy-related products or services in: an energy services company; corporate (in-house) facilities management; facilities engineering, design, management or consulting company; commercial real estate management company; electric utility; energy or buildings-related department of a public agency; energy products company or a related organization.

**COMPENSATION AND BENEFITS**
Compensation package includes competitive compensation benefits including:
- Individual, family and domestic partner health insurance
- Monthly Fitness benefit (ex: stipend for gym or exercise classes)
- Retirement and Employer Matching Contributions
- Health Reimbursement Account stipend
- Flexible Spending Account stipend (ex: transit, health, dependent care)
- Paid Vacation

The Annual salary ranging from $141,648 – $175,447 with placement dependent on qualifications.

**TO BE CONSIDERED**
Submit a cover letter, resume, three references and a completed SVCE application to hr@svcleanenergy.org by the end of the day on Wednesday March 24, 2021. For more information regarding the recruitment and a the SVCE application, go to: http://www.svcleanenergy.org/jobs
SVCE is committed to complying with applicable laws, including the Americans with Disability Act and Fair Employment and Housing Act, ensuring equal employment opportunities to qualified individuals with a disability. SVCE prohibits unlawful discrimination based on age, sex or gender (including pregnancy, childbirth, breastfeeding or related medical conditions), genetic information or characteristics, gender identity, gender expression, race, color, ancestry, national origin, religion, creed, marital status, military or veteran status, sexual orientation, physical or mental disability, medical condition, or on any other basis prohibited by federal, state, or local laws.