



The Western Riverside Council of Governments (WRCOG) seeks an interested and qualified person for an exciting position!

POSITION: PROGRAM MANAGER - ENERGY ACCOUNTS MANAGER, Western Community Energy

JOB SUMMARY:

Under the direction of the Deputy Executive Director - Operations, the Energy Accounts Manager will work and act as a strategic partner and energy advisor for Western Community Energy's (WCE) commercial, industrial, agricultural, and municipal customers. This position has responsibility for a wide range of customer service and community development matters including responding to customer inquiries, providing billing analyses, and presenting clean energy information and WCE programs to business and governmental agencies.

Note: WCE is a joint powers authority administered by the Western Riverside Council of Governments. Read more about WCE and WRCOG at the end of this job announcement. The Energy Accounts Manager will be hired as a WRCOG employee.

The Energy Accounts Manager will serve as primary point of contact for commercial, industrial, and agricultural customers. The Energy Accounts Manager will develop strategic stakeholder alliances by understanding these customers' most important business needs and economic drivers, determining how current or new WCE programs can assist these customers, and aligning solutions with the goals and objectives of WCE. The Energy Accounts Manager will also identify customer service gaps and serve as the trusted energy advisor for assigned accounts.

In addition, the Energy Accounts Manager will work with WCE's consultant team to handle service-related issues including resolving billing disputes, credits and collections issues, metering issues, and providing energy cost analyses. The Energy Accounts Manager is expected to become an expert in WCE programs and to provide customers or other staff with technical explanations of WCE programs and billing mechanisms. To be effective, the Energy Accounts Manager will also need to develop familiarity with Southern California Edison (SCE) programs and billing mechanisms and be able to analyze and explain usage and billing data for customers.

The Energy Accounts Manager serves as an "at will" employee.

EXAMPLES OF DUTIES / FUNCTIONS:

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Under general direction of the Deputy Executive Director - Operations, the job functions of the Energy Accounts Manager include, but are not limited to, the following:

Collaboration and Community Engagement

- Actively develop and maintain relationships with key personnel and decision makers among WCE's commercial and industrial customers including the signing of long-term volume purchase agreements with WCE's largest business customers.
- Establish relationships with key decision makers in customer organizations.
- Be an active member of local trade and business associations.

- Leverage presence in trade organizations related to customers to monitor market / industry changes, address electric issues, and establish relationships with influential decision makers and thought leaders.
- Collaborate and promote WCE through active engagement with strategic account customers to ensure energy programs are meeting the needs of the member's business community.
- Interface with WCE's data management provider, call center, and SCE representatives to ensure consistent and positive interaction with customers.
- Supervise development and integration of WCE and SCE programs aimed at commercial, industrial, and agricultural accounts including but not limited to:
 - Net Energy Metering
 - Foreign language billing
 - Bill design and rate structures
 - Balanced Payment Plan
 - Account-level opt outs
 - Re-enrollment campaigns
- Monitor and support monthly "Issues List" for monthly meetings with SCE and data manager which address deficiencies in the service SCE and other vendors provide to WCE Energy Accounts.
- Identify, advocate for, and implement solutions to deficiencies in the service SCE or others provide to WCE customers.
- Identify and implement solutions to increase customer retention and customer satisfaction with WCE services and tariffs.
- Identify and resolve high-level customer billing issues.
- Support WCE's rate-setting as it relates to SCE with WCE's finance and power services teams.
- Provide expertise on Time of Use rates and demand response options and services.
- Maintain rate models for cost comparison and other analytical purposes.
- Conduct customer follow-up as needed, including providing cost comparisons for Energy Accounts.
- Maintain WCE's business relationships with key SCE and data management representatives.
- Provide data analysis support as needed to develop tailored programs and rates for strategic account customers.
- Develop strategic stakeholder alliances by understanding customers' most important business needs and economic drivers and aligning them with the goals and objectives of WCE.
- Effectively explain WCE programs to customers and actively drive participation.
- Demonstrate technical aptitude and the ability to explain complex concepts to both technical and non-technical stakeholders.
- Attend, present, and network at conferences, community meetings, and events as a WCE spokesperson.

Administration and Management

- Review, approve, and/or mitigate problematic invoices with management staff and external vendors.
- Represent the organization to customers, the public, government, and other external sources in person, in writing, or by telephone and/or e-mail.
- Manage, monitor, and evaluate work-flow and reporting within the Internal Operations Team.
- Provide consistent support and feedback to members of the Internal Operations Team and assist with the creation of professional development plans.
- Provide coordinating support for the work and activities related to office administration.
- Coordinate material for WCE Board of Directors and standing committee meetings, as well as for staff to facilitate operational management discussions.
- Oversee the creation and maintenance of in-house manuals to outline and guide new staff through duties and expectations, as needed.

- Develops innovative and practical solutions to demand side management issues within service areas.
- Manage agreements, methods, and procedures to implement, administer and evaluate WCE's programs:
 - Prepare technical reports and proposals, manages regulatory compliance reviews, and analyzes performance outcome measures to determine program effectiveness.
 - Identify and recommend process improvement plans and strategies to enhance service delivery.
 - Review project metrics and related records in order to assess the progress of key initiatives and to assure effectiveness and compliance.
- Critically evaluate proposals, programs and policies, and analyze data to evaluate program success.
- Use metrics to validate program impacts.

Program Development and Implementation

- Develop and coordinate Power Contract RFP processes.
- Collect and manage information related to internal functioning of the organization to guide operational design and management.
- Ensure effective internal communications across the organization.
- Assist with performance auditing and monitoring for existing WCE contracts.
- Liaise between WCE and its consultants.
- Track consultant work to sign off on invoices.
- Provide support with banking partners as needed.
- Ensure the effective implementation and evaluation of WCE's Strategic Plan.
- Organize, plan, and prioritize work, develop specific goals and ensure implementation of action plans to meet internal organizational needs.
- Implement and monitor operational plans, programs, and projects to meet overall objectives and established timelines.
- Provide technical assistance to customers and government affiliates.
- Draft proposals for grant funding and other program revenue opportunities.
- Research and recommend new measures or strategies for inclusion in WCE's suite of customer programs.
- Understand financial incentives and recommend incentive design.
- Make presentations as required at WCE Board of Directors and committee meetings and other public and community meetings.
- Prepare written material that is clear, succinct, and error-free.

SUPERVISION RECEIVED AND EXERCISED:

The Energy Accounts Manager will receive administrative, policy, and technical direction from the Deputy Executive Director - Operations and the Executive Director. The Energy Accounts Manager may supervise analysts, interns, and temporary employees of WRCOG at times.

CLASS CHARACTERISTICS:

The Energy Accounts Manager receives direction from the Deputy Executive Director – Operations. The incumbent regularly interacts with the Executive Director, Deputy Executive Director - Operations, other members of the Executive Management Team, and agency staff from WCE / WRCOG jurisdictions. The incumbent is required to make periodic presentations to WCE's Board of Directors, WRCOG Executive Committee, and other WCE / WRCOG Committees and public and private sector groups.

DESIRED QUALIFICATIONS / EXPERIENCE:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Education and experience equivalent to a B.S. and a minimum of seven to ten (7 to 10) years of experience managing key accounts is required; experience with a utility, community choice energy program, or energy service provider is preferred.

Knowledge of:

- The electric industry, including retail rates, net energy metering, energy efficiency, demand response and load shaping, power purchase agreements, energy storage, electric vehicles for fleets and/or company transportation, and other retail customer programs.
- Community Choice Aggregation (CCA) programs and the services WCE offers.
- The interaction between CCAs and Investor-Owned Utilities.
- The impact of energy consumption and costs on business operations and development.
- Methods, operational characteristics, services, and activities necessary for successful business community outreach.
- Microsoft Excel, including familiarity with advanced features.
- Microsoft Office Suite, including Power Point and Word.

Ability to:

- Take responsibility and work independently, as well as coordinate or participate in team efforts.
- Present complex energy topics to senior executives of large business customers and to municipal government audiences.
- Establish and maintain effective working relationships with supervisors, co-workers, customers, local community groups and organizations, and the WCE Board of Directors.
- Exercise sound judgment in applying appropriate policies and procedures.
- Demonstrate creative problem solving and commercial awareness.
- Demonstrate a high understanding of customer attitudes and needs and how customers make purchasing decisions (i.e., operational needs, financial / pay-back requirements, budgeting cycles, technological preferences and biases, etc.).
- Understand qualitative and quantitative methodologies used to evaluate the technical, economic, and market feasibility of existing and new equipment and concepts.
- Understand WCE's rates, tariff options, and programs.
- Communicate effectively both verbally (by phone and in-person) and in written form.
- Balance the management of projects to be completed quickly and efficiently while demonstrating patience and tact.
- Manage multiple priorities and quickly adapt to changing priorities in a fast-paced, dynamic environment.
- Work occasional overtime or on weekends and evenings to support community events and meetings.

PHYSICAL DEMANDS:

The physical demands described here are representative of those required for the position. The 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 15 pounds. WRCOG will make reasonable accommodation of the known physical or mental limitations of a qualified applicant with a disability upon request.

ENVIRONMENTAL ELEMENTS:

This is primarily a sedentary classification and the employee works in an office environment with moderate noise levels, controlled temperature conditions, and no known direct exposure to hazardous physical substances. The employee interfaces with staff, management, other departmental representatives, and government officials, business representatives, and the general public in explaining WCE programs and requesting and providing information.

COMPENSATION:

Salary: \$5,454.79 to \$10,285.40 monthly (\$31.47 to \$59.34 per hour), depending on qualifications.

Hours: 40-hour work week.

Benefits: Benefits include medical, dental, PERS 2% @ 62 (6.75% Employee Paid Member Contribution), 10 days vacation annually, 13 days sick leave annually, 12 holidays annually, 60 hours administrative leave, and a deferred compensation plan (Employee Paid Member Contribution).

APPLICATION:

A completed [application](#), detailed resume, and cover letter must be submitted / postmarked by the filing deadline to:

Western Riverside Council of Governments
3390 University Avenue, Suite 450
Riverside, CA 92501
ATTN: Barbara Spoonhour

Applications can be emailed to Barbara Spoonhour at bspoonhour@wrcog.us.

FILING DEADLINE:

Application materials must be submitted / postmarked by **5:00 p.m. (Pacific Standard Time) on Tuesday, December 17, 2019**. Electronic submittals are acceptable if they are provided by the stated deadline (WRCOG staff may subsequently request original documents).

FOR MORE INFORMATION ABOUT THIS OPPORTUNITY:

For more information regarding this job opportunity please contact Barbara Spoonhour, Deputy Executive Director - Operations, at (951) 405-6760 or at bspoonhour@wrcog.us.

ABOUT WRCOG:

Established in 1990, WRCOG is a Joint Powers Authority and serves one of the fastest growing areas in the State of California and the United States. Today, its 18 member cities and the unincorporated County of Riverside are home to 1.7 million people, and some 800,000 will join us by the year 2035. In addition to the 19 member jurisdictions, the Eastern Municipal Water District and Western Municipal Water District, the Morongo Band of Mission Indians, and the Riverside County Superintendent of Schools are members of the Agency.

Recognizing that many issues related to growth are not constrained by city or county boundaries, WRCOG focuses on a number of regional matters important to our future. By working together

through its committee structure and utilizing existing resources, WRCOG is cost-effective by reducing duplication of effort and sharing information, enabling strong advocacy and strengthening Western Riverside County's standing in southern California and the state. WRCOG's program areas are varied and diverse, and include transportation, air quality, solid waste, housing, environment, energy, economy, growth and sustainability. WRCOG administers and operates two other Joint Powers Authorities; Western Community Energy and the Riverside County Habitat Conservation Authority.

For more information on WRCOG please visit the Agency website at www.wrcog.us.

WRCOG is an equal opportunity employer.

ABOUT WCE:

Established in 2018, WCE is a Joint Powers Authority that represents 7 member cities to provide electric generation service within its respective jurisdictions. WCE is a Community Choice Aggregation Program that gives local government the opportunity to buy electricity directly from its source and then offer it to the community at a more competitive rate than the current utility provider.

WCE's objectives are to 1) provide local control in rate setting; 2) provide overall rates that are lower and/or competitive with those offered by SCE for similar power supplies; 3) provide options to residents and businesses; 4) provide expanded options for economic development, and 5) supply an energy portfolio that will use local and/or regional renewable resources (in the future), including existing facilities, to the maximum extent technically and economically feasible.

For more information on WCE, please visit the Agency website at www.westerncommunityenergy.com.