

SENIOR ENERGY SERVICES ACCOUNT REPRESENTATIVE

SALARY: \$8,419 to \$11,283 monthly (26 pay periods annually)

FINAL FILING DATE: We are accepting the **first 50 qualified applications** or closing at 5:00 pm, September 4, 2018; **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 Senior Energy Services Account Representative 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 organize, assign and review the work of assigned personnel engaged in customer service and the development, implementation and marketing of customer facing energy, and demand-side resource management programs and attract and retain industrial and commercial businesses.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level in the Energy Services Account Representative series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series, including providing supervision over assigned personnel and perform complex energy-related program development and implementation. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

SUPERVISION RECEIVED AND EXERCISED

- Receives direction from an assigned supervisor or manager.
- Exercises technical and functional supervision over lower level professional and technical staff.

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

- Plan, prioritize, and review the work of professional staff assigned to the performance of professional program development, implementation and marketing as it relates to energy-related programs. Perform and support economic development efforts to attract and retain industrial and commercial electric utility businesses customers.
- Research, develop, implement, and manage various energy-related programs for electric utility customers. Develop and maintain Key and Major Account management plans and relationships. Develop programs to support 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-related programs that meet their needs, enhance operations and reduce costs; assist in identifying and resolving problems and concerns related to energy-related assets.
- Design, develop and implement program plans and strategies to promote energy-related programs, balancing value of program benefits against program operation and management costs, consistent with the City's priorities and state, federal and local regulations.
- Conduct market research including surveys and analysis regarding public opinion about the value of and demand for energy efficiency programs. Identify and explore impacts of new industry technology, regulations, products or customer behavior
- Make presentations regarding utility programs; educate and inform customers, developers, contractors, architects, City staff and others regarding energy programs; represent the City at events and other public forums
- 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
- Perform the most difficult work related to the development, implementation and management of assigned programs.
- 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 technical and functional supervision and training.
- Advanced principles and practices of electric energy efficiency technologies and related program development, implementation and marketing.
- Advanced energy consumption economics and financial analysis.
- Sophisticated market research techniques and analysis.
- Principles and practices of local economic development
- City policies, electric industry standards, and current technology and trends related to energy efficiency and conservation programs.
- Pertinent local, State, and Federal ordinance, rules and regulations.
- Modern office procedures, methods and computer equipment including word processing, database and spreadsheet applications.

Ability to:

- Provide technical and functional supervision over assigned staff; effectively train staff.
- Perform the most complex and difficult duties related to the researching, developing, implementing and managing various energy programs for a variety of City 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.
- 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:

Two years of experience similar to that of an Energy Services Account Representative II with the City of Roseville (performing 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; researching, developing and implementing

marketing strategies designed to promote such programs and encourage new and continuing customer participation; and receiving and responding to customer questions related to such programs).

Training:

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

License or Certificate

Possession of a valid California driver's license by date of appointment.

SUPPLEMENTAL QUESTIONNAIRE

1. Your responses to questions 2-3, 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. Was any of the work experience listed on your application an unpaid internship, or volunteer work? If so, please list below which ones.
3. How many years of experience do you have in utility account management?
 Less than 1 year
 1-5 Years
 5+ Years
4. Describe your experience managing utility or other strategic key customer accounts. In your response, indicate your approach to managing customer service accounts and why you believe you are successful.
5. Describe your experience and background in energy efficiency or related utility customer-facing programs.
6. Please identify your role in your current organization and how your skillset contributes to the team.

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. 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.