

**LIVE, WORK,
EMPOWER SAN JOSE.**

**DEPUTY
DIRECTOR**

SAN JOSE 
CLEAN ENERGY

CITY OF
SAN JOSE
CAPITAL OF SILICON VALLEY



THE CITY

Known as the “Capital of Silicon Valley,” the City of San José plays a vital economic and cultural role anchoring the world’s leading region of innovation. Encompassing 178 square miles at the southern tip of the San Francisco Bay, San José is Northern California’s largest city and the 10th largest city in the nation. With more than one million residents, San José is one of the most diverse large cities in the United States. San José’s transformation into a global innovation center has resulted in one of the largest concentrations of technology companies and expertise in the world, including major tech headquarters like Cisco, Adobe, Samsung, and eBay as well as startups and advanced manufacturing.

San José’s quality of life is unsurpassed. Surrounded by the Diablo and Santa Cruz mountain ranges and enjoying an average of 300 days of sunshine a year, residents have easy access to the beaches along the California coast including Santa Cruz, Monterey, and Carmel-by-the-Sea; Yosemite and Lake Tahoe in the Sierra Nevada; local and Napa Valley wine country, and the rich cultural and recreational life of the entire Bay region.

San José has received accolades for its vibrant neighborhoods, healthy lifestyle, and diverse attractions from national media including Business Week and Money magazines. The downtown area is home to high-rise residential projects, theaters, museums, and diverse entertainment attractions such as live music, live theater, cafes, restaurants, and nightclubs. Inquiring minds are served by the Tech Museum of Innovation, the San José Museum of Art, and many local galleries and venues. Nineteen public school districts and over 300 private and parochial schools provide residents with a range of educational choices. Universities in and near the city include San José State University, Santa Clara University, Stanford University, and three University of California campuses. In 2011, the City adopted Envision San José 2040, a long-term growth plan that sets forth a vision and a comprehensive road map to guide the City’s anticipated growth through the year 2040.



The Plan proactively directs significant anticipated growth in new homes and workplaces into transit-accessible, infill growth areas and supports evolution toward a more urban landscape and lifestyle. The San José area is powered by one of the most highly educated and productive populations in America. More than 40% of the workforce has a bachelor’s degree or higher, compared with 25% nationally. Forty percent of San José residents are foreign born, and 50% speak a language other than English at home.

San José is proud of its rich cultural diversity and global connections, and the essential role the City plays in connecting residents and businesses to the nation and the world.

CITY GOVERNMENT

The City of San José is a full-service Charter City and operates under a Council-Manager form of government. The City Council consists of 10 council members elected by district and a mayor elected at large. The City Manager, who reports to the Council, and the executive team provide strategic leadership that supports the policymaking role of the Mayor and the City Council and motivates and challenges the organization to deliver high quality services that meet the community’s needs. The City actively engages with members of the community through Council-appointed boards and commissions.

In addition to providing a full range of municipal services including police and fire, San José operates an airport, municipal water system, a regional wastewater treatment facility, over 209 neighborhood and regional parks, an accredited zoo, and a library system with 24 branches. The City also oversees convention, cultural, and hospitality facilities that include the San José McEnery Convention Center, Center for the Performing Arts, California Theater, Mexican Heritage Plaza, and the SAP Center San José – home of the National Hockey League’s San José Sharks.

City operations are supported by 6,592 positions and a total budget of \$4.1 billion for the 2020-2021 fiscal year. San José is dedicated to maintaining the highest fiscal integrity and earning high credit ratings to ensure the consistent delivery of quality services to the community. Extensive information regarding San José can be found on the City’s website at www.sanjoseca.gov.

ABOUT THE DEPARTMENT

The Community Energy Department is seeking qualified candidates who are passionate about the environment, driven, creative, and who have a desire to be part of making a difference in their community. This is an exciting opportunity to lead positive change in a recently created department at the City of San José to deliver clean energy value-added services and programs to the community.



POSITIONS AND DUTIES

To help accomplish its goal of being both innovative and environmentally responsible, the City of San José created the Community Energy Department in August 2017 to administer San José Clean Energy (SJCE), the City's brand-new Community Choice Energy (CCE) program. The mission of the Community Energy Department is to reduce Citywide greenhouse gas emissions, provide affordable energy rates and valuable energy programs; in addition to providing transparency, accountability, and outstanding customer service. For more information on the development the Community Energy Department, please [click here](#).

The City of San José is seeking an experienced Deputy Director to oversee all Customer Account Management, Marketing, Communications, Energy Programs, and Legislative and Regulatory Policy functions for the Department. The Community Energy Department launched clean energy services to most residents and commercial customers in early 2019 and will conclude enrollment of all customers in early 2021. This position reports to the Director of Community Energy and will be responsible for customer relations, account and billing services, business development, community engagement, marketing and communications, customer programs, and regulatory and legislative policy. The Deputy Director will be an integral part of the Department's executive team.

The Deputy Director will have responsibilities that include the following:

- Oversee all internal and contracted services for data management, billing services, and the customer call center.
- Manage the contracted data management and billing firm and liaise with PG&E and customers to resolve all customer issues and ensure that the department is providing excellent customer service.
- Manage all press releases and will serve as a liaison with the media and community groups to ensure the department is responsive to community concerns.
- Oversee all department marketing strategies and communications including, print, social media, e-newsletters, and the department's website.
- Provide direction, guidance, and review of community outreach plans as well as business development plans to increase customer participation and support customer retention.
- Work collaboratively with City Council and the Clean Energy Community Advisory Commission to develop programs that are responsive to customer needs as well as oversee customer communications regarding rates and billing issues.
- Provide executive leadership and oversee and manage the regulatory and legislative policy team to effectively advance SJCE's mission and objectives with the legislature and regulatory agencies.
- Provide leadership and collaborate with other staff in the Department, the City Manager's Office, Finance, Intergovernmental Relations, and the City Attorney's Office to achieve Department and City objectives.
- Collaborate and build contacts with external stakeholders, including CalCCA, other CCA staff, regulatory agencies, community organizations, and the public to ensure SJCE's programs and services meet Department objectives and the needs of our customers and community.
- Seek out additional funding opportunities to advance mutually beneficial goals.

THE IDEAL CANDIDATE

The position requires a strong communicator with strong strategic and tactical abilities. The successful candidate will demonstrate excellent listening, writing, and presentation skills, and have substantial experience leading high performing teams to accomplish objectives. Candidates should also have a strong energy or utility background and be well versed in customer service and account management as well as executing strategic policy initiatives. Experience in start-ups and community energy programs is desirable. The successful candidate should demonstrate honesty and integrity, the ability to inspire others, creativity, good judgment, accountability, and demonstrate a commitment and passion to advancing the goals of San José Clean Energy.

EDUCATION

A bachelor's degree from an accredited college or university in business, public administration or related field.

EXPERIENCE

Six (6) years of increasingly responsible experience in senior level administrative and/or analytic work in energy or utility expertise in a public agency, utility, or private company. Experience managing a work unit equivalent to a major division within a City department or large private company is desirable.

DESIRABLE QUALIFICATIONS

1. Senior level management experience, skilled at building effective relationships both internally and externally, experienced at managing multiple teams and effectively working with staff with various levels of experience and expertise. Experience hiring and developing staff to build high performing teams and resolving complex personnel issues.
2. Significant customer development or sales experience including managing complex data streams and billing issues, managing a wide variety of customer types, such as residents, large tech companies, public agencies.
3. Experience leading strategic policy, identifying new opportunities and initiatives that provide significant value to the organization. Experience providing executive leadership, building effective coalitions, and advancing issues in the legislature or regulatory agencies.

Federal law requires all employees to provide verification of their eligibility to work in this country. Please be informed that the City of San José will NOT sponsor, represent, or sign any documents related to visa applications/transfers for H1-B or any other type of visa which requires an employer application.

BENEFITS AND COMPENSATION

The approved salary range for this position is \$124,012 - \$193,173. In addition to the starting salary, employees in this classification shall also receive an approximate five percent (5%) on-going non -pensionable pay.

The actual salary shall be determined by the final candidate's qualifications and experience.

The City provides an excellent array of benefits, including:

Retirement: Competitive defined benefit retirement plan with full reciprocity with CalPERS; defined contribution plan available as an option.

Health Insurance: The City contributes 85 percent towards the premium of the lowest cost non-deductible plan. There are several plan options.

Dental Insurance: The City contributes 100 percent of the premium of the lowest priced plan for dental coverage.



Personal Time: Vacation is accrued initially at the rate of three weeks per year with amounts increasing up to five weeks after 15 years of service. Executive Leave of 40 hours is granted annually and depending upon success in the Management Performance Program could increase to up to 80 hours. Sick Leave is accrued at the rate of approximately 8 hours per month.

Holidays: The City observes 14 paid holidays annually.

Deferred Compensation: The City offers an optional 457 Plan.

Flexible Spending Accounts: The City participates in Dependent Care Assistance and Medical Reimbursement Programs.

Insurance: The City provides a term life policy equal to two times annual salary. Long-term disability and AD&D plans are optional.

Employee Assistance Program: The City provides a comprehensive range of services through the EAP.

For more information on employee benefits, visit the [City's benefits website](#).

APPLICATION AND SELECTION PROCESS

This position is open until filled. Interested applicants are strongly encouraged to apply by **11:59 PM on January 4, 2021**, at which time the first review of applications will take place. Please note that applications are currently NOT accepted through CalOpps or any other third-party job board application systems.

To be considered for this exceptional opportunity, candidate must submit the following items via email directly to the City's recruiter listed below:

- A Cover Letter
- A resume that reflects the size of staff and budgets you have managed. Your resume should indicate both months and years of beginning/ending dates of the positions held.
- Response to the following five (5) application questions.
 1. Please provide the name of the college or university and the field in which you obtained your degree.
 2. Do you have six (6) years of increasingly responsible experience in senior level administrative and/or analytics work in energy or utility expertise in a public agency, utility, private company or experience managing a work unit equivalent to a major division within a City department or large private company? If yes, please describe your experience including where you obtained your experience the scope of your responsibilities, and the number of years in each position held. Include dates of employment, name of employer(s), job title, and primary duties.
 3. Describe your management experience, including the number of staff and teams that you have managed and experience inspiring teams and resolving complex personnel issues.
 4. Describe your customer development, account management, or sales experience including managing complex data streams and billing issues, managing a wide variety of customer types, such as residents, large tech companies, public agencies, etc. Describe how you effectively managed their varied needs.
 5. Describe your strategic planning and policy experience, including providing executive leadership, building effective coalitions, and advancing issues in the legislature or regulatory agencies.

Please submit the requested materials and/or any questions via email to Michelle Saechao at michelle.saechao@sanjoseca.gov.

Resumes will be screened in relation to the criteria outlined in this brochure. Candidates deemed to have the most relevant qualifications will be invited to proceed in the selection process. Additional phases of the selection process will consist of one or more interviews. A final selection will be made upon completion of comprehensive references and background checks.

INCOMPLETE APPLICATIONS AND APPLICATIONS NOT SUBMITTED AS DESCRIBED WILL NOT BE CONSIDERED.

