



Job Opening: COMMERCIAL ACCOUNTS SPECIALIST

\$36.67 - \$61.12 hourly (approximately \$76,275 - \$127,125 annually)

For full details on the position and directions on how to apply:

<https://sonomacleanpower.org/job-opportunities>

Are you ready to lead the charge in shaping the future of local clean energy? Join Sonoma Clean Power (SCP) as a Commercial Accounts Specialist!

SCP is on the lookout for a dynamic and experienced Commercial Accounts Specialist to play a key role in delivering on our Mission to turn the tide on the climate crisis, through bold ideas and practical programs. As the community-owned electricity provider for Sonoma and Mendocino counties, SCP is at the forefront of California's clean power transition, and we need an innovative thinker like you to join our team!

About Sonoma Clean Power (SCP)

SCP is not just an electricity provider; we are a catalyst for change. We procure electricity from clean, renewable sources including solar, wind and geothermal. Our commitment to clean energy has made us a leader in the industry, and we've been providing an optional 100% local renewable source since 2014.

Summary Description

As our Commercial Accounts Specialist, you will serve as a customer advocate and energy advisor for commercial, industrial, agricultural, and municipal customers in Sonoma and Mendocino Counties. As a key point of contact for SCP's customers, this person will provide guidance and support to customers, attend industry meetings and events, and engage with commercial, agricultural, and municipal stakeholders to enhance customer experience.

The ideal candidate will have strong customer service skills, as well as strong independent judgment and discretion when communicating with customers. Equivalent of coursework in Business, Communications, Psychology, Environmental Science, Marketing, or related field is required. Minimum of three (3) years of experience in one of following is required: the electric utility industry, technical sales, customer service, or business development. Spanish language proficiency is preferred.

Visit www.sonomacleanpower.org to learn more about SCP.

To apply, please email a cover letter, resume, and references as a single PDF to:
jobs@sonomacleanpower.org.

THE SONOMA CLEAN POWER AUTHORITY IS AN EEO/ADA EMPLOYER



COMMERCIAL ACCOUNTS SPECIALIST (bilingual Spanish/English preferred)

\$36.67 - \$61.12 hourly (approximately \$76,275 - \$127,125 annually)

Bilingual employees receive an additional \$2.00 per hour pay following a demonstration and verification of Spanish language abilities.

SUMMARY DESCRIPTION

Individuals in this role will collaborate with Sonoma Clean Power (SCP) Customer Service staff to serve as a customer advocate and energy advisor for commercial, industrial, agricultural, and municipal customers in Sonoma and Mendocino Counties. This position requires in-depth knowledge of SCP's programs, services, and billing processes, as well as expertise in PG&E rates and programs. As a key point of contact for SCP's customers, this person will provide guidance and support to customers, attend industry meetings and events, and engage with commercial, agricultural, and municipal stakeholders to enhance customer experience. Strong independent judgment, professionalism, and discretion are essential when communicating with customers and the general public.

REPORTING AND SUPERVISION

Direct supervision is received by the Managing Director of Customer Service, who reports to the Chief Operations Officer. No supervision of other staff required.

The primary workplace for this position is at the SCP facilities in downtown Santa Rosa, CA. After an orientation period, SCP provides a flexible schedule with availability to work remotely for some shifts. Any specific remote work schedule requests shall be submitted to the Managing Director of Customer Service for prior approval.

The FLSA classification of this position is Non-Exempt.

ESSENTIAL JOB FUNCTIONS

These job functions, in general terms, describe the type and level of work performed as well as the responsibilities of employees hired for this position. Management reserves the right to add, modify, change, or rescind the assignments of any position and to make reasonable accommodation so that qualified employees can perform the essential functions of the job.

Customer Advocacy & Issue Resolution

- Serve as a customer advocate and primary point of contact, assisting in troubleshooting customer issues.

- Handle service-related issues including billing inquiries, account management, energy education, rate/cost analysis, customer engagement, and connecting SCP programs with customers.
- Work in conjunction with the Commercial Account Managers to ensure customer requests are handled efficiently and in a timely manner.
- Respond to customer complaints and resolve issues promptly.

Stakeholder Engagement & Relationship Management

- Develop strategic stakeholder alliances by understanding customers' business needs and aligning them with SCP's goals.
- Establish relationships with key decision makers in customer organizations.
- Participate actively in Sonoma & Mendocino County's trade and business associations, leveraging presence in trade organizations to monitor market/industry changes and address energy issues.

Program Coordination & Customer Education

- Collaborate with Program staff to support commercial customer programs.
- Schedule and coordinate meetings between customers, consultants, and internal teams.
- Educate and inform customers regarding rate options, tariff and regulatory issues, and emerging technologies.
- Assist in the development of SCP marketing and educational materials.

Market Intelligence & Reporting

- Conduct customer and industry presentations, assist with program design, and coordinate with SCP staff for exceptional customer service.
- Prepare on-going and ad hoc reports for customers and internal teams.
- Communicate key customer issues and trends through reports and informational meetings.
- Keep abreast of customer trends.

Community & Customer Engagement

- Represent SCP at community events, including after-hours engagements such as presentations, panels, and networking opportunities.
- Engage customers about upcoming rate changes and shifts in TOU periods.
- Promote SCP's EverGreen service and collaborate with marketing campaigns.

Daily Account Management

- Daily work to provide service to our commercial, agricultural, and municipal accounts.

- Provide support for energy rate and cost analyses, billing explanations, and customer education.

Other Duties

- Perform other duties as required to support SCP's commercial account management goals and community engagement efforts.
- Understand the mission, goals, policies and purposes of SCP.
- Have the ability and understanding to adhere to the Personnel Rules and Policies of SCP.

DESIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge and Skills:

- Possess knowledge of California's electric utility industry.
- Understand the broader Community Choice Energy landscape.
- Apply advanced project management skills to enhance customer service initiatives.
- Demonstrate expert proficiency in Microsoft Office 365 (Excel, Word, Teams, Outlook) and CRM systems, with experience in data analysis and project management.

Ability to:

- Foster collaboration, professionalism, teamwork, and innovation within SCP.
- Deliver effective public speaking and presentations to both technical and non-technical audiences.
- Communicate clearly and professionally with customers, including handling difficult interactions (bilingual English/Spanish preferred).
- Represent SCP at community and outreach events, including evenings and weekends.
- Navigate business-to-business sales processes and techniques.
- Work independently, set priorities, and manage multiple tasks in a fast-paced environment.
- Think critically and make strategic decisions aligned with SCP policies and goals.
- Maintain professionalism when responding to inquiries from the public, elected officials, and stakeholders, fostering positive relationships.

REQUIRED QUALIFICATION

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

Education: Equivalent of coursework from an accredited college or university in business, communications, psychology, environmental science, marketing, or related field, **AND,**

Experience: A minimum of three (3) years of experience in one or more of the following: the electric utility industry, technical sales, customer service, or business development. Public utility agency experience is desirable. Spanish language proficiency is preferred.

PHYSICAL AND WORKING CONDITIONS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Normal office environment with exposure to computer screens. Employees will interact with staff and/or public and private representatives in interpreting and enforcing SCP's policies and procedures one-to-one and in group settings.

Physical: While performing the duties of this class, employees are regularly required to sit, walk, and stand; talk or hear, in person and by telephone; reach with hands and arms. Employees are occasionally required to walk and stand for prolonged periods; stoop, bend, kneel, and twist; and may lift up to 20 pounds. Employees must be able to communicate in person, in writing, via email, and by telephone.

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.

Mental: While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple concurrent tasks; work with frequent interruptions; work under intensive deadlines; interact with SCP management, Board, staff, vendors, the public, and others encountered during the course of work.

SCP actively works to provide an inclusive work environment, where people of different ethnicities, national origins, native languages, races, skin colors, sexes, genders, sexual orientations, ages, physical abilities, genetics, politics, religion, financial wealth, and education feel welcome, safe, and invited to fully participate at every level. SCP further seeks to contribute to a more inclusive and equitable society through our actions, our communication, our policies, and our investments. SCP expects all its employees to contribute to these goals.

**SONOMA CLEAN POWER IS AN EQUAL EMPLOYMENT OPPORTUNITY
(EEO)/ AND AMERICAN DISABILITIES ACT (ADA) EMPLOYER**