



Advanced Energy Center Store Manager – Programs Specialist

Salary Range \$50,000 – \$75,000 (annual)

This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.

SUMMARY DESCRIPTION

Under general direction, this position has a wide range of responsibilities, including general management of the Advanced Energy Center (Center) storefront and the supervision and training of staff (SCP and others) assigned to the Center. The position requires a high level of professionalism, strong skills in public engagement, consumer relations, the ability to form good working relationships with contractors and co-workers, the ability to multi-task and stay organized, and the energy and excitement to learn new things and share knowledge with others.

This position will work to refine and carry out policies and procedures for the Center, work with vendors/suppliers to learn about the various technologies on display and train interns on how to present and demonstrate the use of energy-saving technologies in a positive and professional manner.

Special focus on providing excellent customer service and a positive experience for those visiting the Center in search of new technologies, for training or simply curious about the location.

SUPERVISION RECEIVED AND EXERCISED

Direct supervision is received from the Director of Programs with supplemental direction from the Lead Locally Programs Manager. This position will exercise functional and technical supervision over assigned staff at the Center.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

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.

The Center Manager (Program Specialist) will:

- Supervise, organize and evaluate the daily operations of the Center, including monitoring building maintenance issues and opening and closing the store during business hours, which include evenings and weekends.
- Anticipating customer flow and work demand and redirecting efforts and schedules to ensure proper coverage when and where needed.
- Work with energy efficiency product vendors and suppliers who shall train staff on products to be displayed and demonstrated at the Center.
- Train Center staff in customer service and provide supplemental training on products displayed in the Center.
- Work with local partners to develop, organize and conduct trainings for contractors, homeowners, and building inspectors.
- Work with Programs team to research products to display and demonstrate at the Center in an effort to reduce greenhouse gas emissions and serve SCP customers.
- Provide input and feedback on items displayed for continued improvement on the Center experience.
- Assist customers in understanding their bill, including PG&E discounts, net energy metering, and bill analysis.
- Maintain confidentiality and use discretion in the release of information.
- Perform related duties and responsibilities as required

SKILLS AND ABILITIES

- Excellent verbal and written communications skills, including the ability to synthesize and communicate complex topics to technical and non-technical audiences.
- An understanding of the mission, goals, policies and purposes of SCP, and a passion for sustainability, collaboration, transparency, and excellence.
- Ability to work effectively with customers and team members to maintain a positive work environment.
- Ability to handle difficult situations with tact and conflict resolution skills.
- Modern office procedures, methods and equipment including but not limited to computers and applicable software applications such as MS Word, MS Outlook, Power Point, Excel, and Adobe Acrobat.
- Understanding of California's Community Choice Aggregation (CCA) model.
- Demonstrated ability to work independently on projects with limited input and oversight.
- Experience working in a "storefront," public-focused environment, retail or similar.
- Has the curiosity and motivation to understand new concepts, tackle problems, and ask questions.
- Ability to objectively analyze and interpret customer feedback in order to enhance and improve the customer experience at the CENTER.
- Knowledge of electric energy using equipment desired
- Ability and eagerness to learn about new technologies and equipment that uses electrical energy

REQUIRED QUALIFICATIONS

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

Education: Associates degree or coursework from an accredited college or university with focus on business, energy, marketing or environmental studies, **AND**,

Experience: Five (5) years of experience leading service associates in a retail or consumer service industry and at least three (3) years of experience performing manager-on-duty responsibilities, including management of daily store operations and processes within and beyond assigned areas of responsibility. **AND**

Language Skills: Biliterate or bilingual, English/Spanish strongly desired, **AND**,

License: Possession of a valid Class C California driver's license and a satisfactory driving record at the time of hire.

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 accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Normal retail, storefront environment with exposure to computer screens. Employees will interact with staff and/or public and private representatives when training or demonstrating products in the CENTER.

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 40 pounds with or without assistance. Employees must be able to communicate in person, in writing, and by telephone with management, coworkers, vendors, consultants, and with the public in face-to-face, one-to-one, and group settings.

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; work with frequent interruptions; interact with Authority managers, Board, staff, vendors, the public and others encountered in the course of work.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and operate assigned equipment.

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