



Job Opening: Commercial Accounts Manager

Salary Range: \$90,000 - \$130,000 (Annual – salaried)
For full details on the position and directions on how to apply:
<https://sonomacleanpower.org/job-opportunities>

About Sonoma Clean Power (SCP)

As a community choice aggregator or “CCA,” SCP is a public agency and the default electricity provider for Sonoma and Mendocino counties. We source clean energy from renewable resources—geothermal, water, wind, solar, and biomass—and deliver our power to residents and businesses throughout our service territory. At Sonoma Clean Power, we’re invested in the communities in which we live and work. We deliver services that enhance quality of life through competitive pricing, improved air quality, and energy efficiency. By changing the way residents source and use energy, we’re able to deliver customer programs that make a difference in everyone’s life.

Powered by innovative thinking, Sonoma Clean Power was formed to provide a choice beyond for-profit, investor-owned utilities. Today, SCP is a model for community choice programs throughout California. By providing higher percentages of renewable energy that reduce greenhouse gas emissions, our customers are helping solve the climate crisis at a local level.

In addition to a competitive salary, SCP offers a comprehensive benefits package including contributions to medical, dental and vision insurance, paid life insurance, paid holidays, personal time off and a matching contribution to a deferred compensation plan.

Summary Description

Acts as a customer advocate and energy advisor for Sonoma Clean Power’s (SCP) customers, specializing in commercial, industrial, agricultural, and municipal customers for Sonoma and Mendocino Counties. Serves as the primary point of contact for all aspects of the customer service relationship including programmatic, marketing, regulatory and operational requirements. Promotes and supports customer participation in SCP programs. Facilitates involvement in industry groups to improve customer relationships. Serves as knowledge expert and point of contact for PG&E rates and programs. Provides assistance to commercial customers and industry groups with SCP Greenhouse Gas (GHG) reporting and provides customer specific GHG data as requested.

Want to be a part of our dynamic team? Visit www.sonomacleanpower.org to learn more about SCP and the differences we are making in our communities!

SCP actively works to provide an inclusive work environment, where people of different ethnicities, national origins, native languages, races, skin colors, sexes, genders and gender identities, sexual orientations, ages, physical and mental abilities, genetics and ancestry, 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 of its employees to contribute to these goals.

THE SONOMA CLEAN POWER AUTHORITY IS AN EEO/ADA EMPLOYER



COMMERCIAL ACCOUNTS MANAGER

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SUMMARY DESCRIPTION

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SUPERVISION RECEIVED AND EXERCISED

Direct supervision is received from the Director of Customer Service.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES

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.

- Manages relationships for all commercial account customers, including commercial, industrial, agricultural, and municipal accounts. Oversees and manages relations between customers, SCP's billing agent, and PG&E.
- Customer advocate and primary point of contact responsible for trouble shooting commercial customer issues in a timely manner. Handles all service-related issues including, but not limited to: resolving billing issues and disputes, credit and collections issues, conducting energy rate and cost analysis and net energy metering analysis.
- Works closely with SCP's Program staff in the design of customer programs for commercial customers. Act as the primary contact for commercial customer programs, including setting up initial meetings with consultants, pulling necessary data, and coordinating meetings.

- Seeks to develop strategic stakeholder alliances by understanding the customers' most important business needs and economic drivers to align them with the goals and objectives of SCP. Serves as customers' trusted energy advisor.
- Manage relationships with key decision makers in customer organizations. Leverages 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. Relates this information to Procurement staff as necessary.
- Educates and informs customers regarding rate options as well as complex tariff and regulatory issues. Analyzes electric billing and energy options as well as explains changes and potential impacts for a customer's facility. Advises customers on emerging technologies and alternatives.
- Participate in community engagement events outside of regular business hours, such as general information presentations, panels, community meetings, and networking events.
- Develop and manage consulting relationships as needed to improve SCP's relationship with large or hard to reach customers and create efficiencies in customer service.
- Serves as SCP's most important resource for commercial customer information. Works closely with SCP Programs and Marketing staff to provide market/industry intelligence within the organization and guidance in program development from the customers perspective and interest. Communicates key customer issues and trends to staff and management via internal reports and informational meetings. Prepares succinct and relevant summaries of meeting results for management and staff to elevate key customer issues.
- Have the ability to understand and adhere to the Personnel Rules and Internal Policies of SCP.

DESIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge and Skills:

- The electric industry, including retail rates, energy efficiency, demand response and other retail customer sided programs.
- The electric rate design and development process at PG&E, as well as the rate approval process at the California Public Utilities Commission

(CPUC).

- The industry groups served within both Sonoma and Mendocino County and the largest/influential customers of both territories.
- The impact of energy consumption and costs on business operations and development.
- Public sector organizational and administrative practices, including applicable Federal, State, and local laws, codes, and regulations.
- Methods, operational characteristics, services, and activities necessary for successful business community outreach.
- Methods and technologies for developing effective customer service programs.
- Methods, techniques, and technologies of effective business and energy marketing, program and project management, and business community relations.
- Methods, techniques, and technologies of effective public speaking and presentations.
- Think critically and strategically; properly interpret and make decisions in accordance with applicable SCP goals, policies, and strategic plans.
- Office procedures, methods, and equipment including computers, specialized software applications including spreadsheets, data bases, Word, PowerPoint, Publisher, Excel, and social media.
- Mission, goals, policies, and purposes of SCP.

Ability to:

- Conduct effective interpersonal communication in order to make persuasive presentations and written proposals on highly technical subject matters.
- Speak effectively before groups of customers.
- Demonstrate a good 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 SCP's rates, tariff options and programs.

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: Equivalent of a Bachelor's degree from an accredited college or university with major course work in business, or marketing.

Experience: Minimum of 5 years, of increasingly responsible experience in one or more of the following: the electric industry, technical sales, and business development in the counties of Sonoma and/or Mendocino. Public agency or utility experience desirable. Spanish language proficiency desirable.

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 office environment with exposure to computer screens. Employees may interact with public and private representatives in interpreting and enforcing the Authority's policies and procedures.

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 10 pounds. Employees must be able to communicate in person, in writing, and by telephone with Board members, 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; perform highly detailed work; work on multiple

concurrent tasks; work with frequent interruptions; work under intensive deadlines; 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.

HEARING

Hear in the normal audio range with our without correction.

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

(Revised 12/2021 sr)