



COMMERCIAL ACCOUNTS SPECIALIST

Salary Range: \$75,000 - \$105,000 (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

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. Serve as a 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. Works to engage high-usage customers in their place of business.

SUPERVISION RECEIVED AND EXERCISED

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

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.

- Customer advocate and point of contact responsible for trouble shooting customer issues. Handles service-related issues including, but not limited to: resolving billing issues, account management, energy education, rate/cost analysis, customer engagement and connecting SCP programs with customers.
- Seeks to develop strategic stakeholder alliances by understanding the customers' most important business needs and economic drivers and aligning them with the goals and objectives of SCP.
- Establishes relationships with key decision makers in customer organizations and is an active member of Sonoma & Mendocino County's trade and business associations. Leverages presence in trade organizations related to customers to monitor market/industry changes, address energy issues, and establish relationships with influential decision makers.
- Conducts customer and industry presentations, assists with program design, and coordinates internally with SCP staff to insure exceptional customer service.



- 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.
- 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.
- Works in conjunction with SCP's Commercial Accounts Manager to ensure customer requests are handled efficiently and timely.
- Daily account management of commercial, agricultural, and muni accounts
- Prepare on-going reports for customers
- Engage with customers about upcoming rate changes/shifts in TOU periods.
- Work to increase education and enrollment in SCP's EverGreen service for commercial customers.
- Work with marketing on a large commercial customer re-capture campaign to increase commercial customer sales of CleanStart by converting customers who opted out of SCP service.
- Work to create Industry lunch & learns that can help engage commercial customers.
- Work closely with marketing during outreach to potential future jurisdictions.
- Assist in the development of SCP marketing and educational materials.
- Respond to customer complaints and work to resolve issues in a timely manner.
- Assist with the SCP Spirit of Entrepreneurship Grant and EverGreen Tree Planting project.
- Keep abreast of customer trends, patterns, and issues; evaluate current trends and determine if existing policies or procedures should be modified to better serve SCP customers; monitors competitor services and new legislative requirements for impact to existing operations.
- Performs other duties as required.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- 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.
- Social media and websites for development and design, outreach and engagement for a large marketing campaign.
- Electric utility industry and California Community Choice Aggregation laws and regulations.
- Outreach and promotional techniques including event planning and effective promotional strategies and programs.
- The goals, policies, purposes and history of SCP and CCAs, in general.
- Sales processes/techniques in a business to business environment

Ability to:

- Understand the Mission and functions of the Authority sufficiently to explain to other agencies and the general public.
- Maintain confidentiality and use discretion in the release of information; understand and carry out oral and written instructions.



- Have the ability to communicate verbal and written ideas clearly and logically to customers who may be angry and confused (bilingual English/Spanish, a plus) on the phone or in-person.
- Ability to attend/represent SCP at a variety of community/outreach events including daytime, evening and weekends.
- Work independently, using good judgment and initiative in carrying out assignments; set goals and priorities, be flexible and carry out multiple assignments concurrently in a fast-paced environment while maintaining professionalism.
- Think critically and strategically and make decisions in accordance with applicable SCP goals, policies and strategic plans.
- Respond in a tactful and professional manner to inquiries, including telephone and in person, from members of the public, elected officials, directors, and other interested stakeholders; establish, maintain, and foster positive and effective working relationships with SCP staff and those contacted in the course of work.
- Communicate verbal and written ideas clearly and logically.

REQUIRED QUALIFICATIONS

Experience and Training Guidelines

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 environmental science, business, or marketing AND,

Experience: A minimum of three (3) years of experience in one or more of the following: the electric utility industry, technical sales, Sonoma and/or Mendocino County business development. Public utility agency 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 will interact with staff and/or 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 40 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 or without correction.

SONOMA CLEAN POWER AUTHORITY IS AN EEO/ADA EMPLOYER