



JOB DESCRIPTION DIRECTOR OF CUSTOMER PROGRAMS

SUMMARY

The Director of Customer Programs, under direction of the Chief Executive Officer, develops and coordinates the Customer Programs division of MCE, including development and oversight of multiple energy efficiency and other integrated demand side management (IDSM) activities and programs tailored to the MCE service territory. The Director of Customer Programs is responsible for interfacing with multiple partner agencies and stakeholder groups, coordinating activities of sub-contractors, interacting with a wide range of customers groups, oversight of Customer Programs staff, development and oversight of MCE's demand side management policy positions, and communicating directly with the California Public Utilities Commission (CPUC), California Energy Commission (CEC) and other regulatory bodies as needed regarding program design, development, implementation and measurement/verification.

The position requires knowledge of a wide range of energy efficiency and IDSM policies, best practices, and technologies, and strategic application of those policies and technologies in a wide range of built environments.

CLASS CHARACTERISTICS

The Director of Customer Programs works in close contact with the General Counsel, the Director of Power Resources, and the Director of Public Affairs on specific projects. The incumbent also works with MCE staff and Board to lead the development and implementation of a broad range of IDSM programs for customers in the MCE service territory. Ongoing interface with the CPUC is needed to ensure goals and metrics are communicated to interested parties, and to ensure programmatic alignment with policy direction. The Director of Customer Programs is responsible for interfacing with customer groups and overseeing staff and consultants that interface with customer groups on MCE's behalf, including building owners and managers, to implement energy savings projects that conform to the requirements of the IDSM and Energy Efficiency Programs. The incumbent is also responsible for developing required scope of work descriptions and identifying and managing staff and sub-contractors to take on specific tasks to assist with implementation of the MCE Energy Efficiency and IDSM Programs.

The Director of Customer Programs must have a broad understanding of utility or municipal energy efficiency programs, technical understanding of industry best practices, strong program development skills, and an ability to interface with regulatory bodies, customers as well as MCE Staff and Board Members to produce measurable demand side management results. Additionally, the Director of Customer Programs should have knowledge of technologies and best practices in IDSM programs, including demand response strategies,

electric vehicle, distributed generation, and smart buildings. The Director of Customer Programs should also have knowledge of the current policy landscape for these programs and how it may impact MCE.

SUPERVISORY RESPONSIBILITIES

This position supervises positions assigned to the Customer Programs Division, including but not limited to, Customer Program Managers and Customer Programs Specialists.

ESSENTIAL DUTIES AND RESPONSIBILITIES (ILLUSTRATIVE ONLY)

- Manages the Customer Programs division of MCE, including hiring, evaluating and directing employees
- Through subordinate employees, develops, implements and maintains MCE Customer Programs for energy efficiency and IDSM
- Represents MCE in negotiation with sub-contractors and provides contract oversight
- Reports to the Chief Executive Officer and the MCE Board on development, implementation and maintenance of the Customer Programs
- Interfaces with the CPUC, CEC, and other stakeholder organizations to represent the MCE Customer Programs
- Coordinates Energy Efficiency Applications requests to the CPUC
- Handles solicitation processes to identify partner agencies and sub-contractors, and reviews and analyzes materials submitted to MCE from partner agencies and sub-contractors
- Identifies and implements new program components including limited pilot programs
- Oversees reporting of Customer Programs and regulatory requirements with the CPUC or other funding agencies
- Identifies opportunities for energy savings that conform to the requirements of the Customer Programs
- Monitors success of Customer Programs, establish metrics to track impacts, and adjusts programs if needed to insure benchmarks are achieved or exceeded
- Identify funding proposals and work with staff to draft proposals for grant funding and other program revenue opportunities as needed.
- Interfaces with building owners and managers on MCE's behalf
- Oversee training and outreach to customers, building owners and managers, and other stakeholder groups as needed to implement programs
- Oversee staff utilization of databases and data analysis for various areas of energy resource technology.
- Supervise staff in the utilization of a variety of computer software programs to prepare reports, maps, diagrams, graphs and other material related to energy resources
- Prepares and presents evaluative information and recommendations to assist MCE staff and Board in assessing and identifying 'best fit' energy efficiency opportunities for MCE
- Interfaces with MCE Board and Committees as well as MCE staff to facilitate policy discussions related to energy efficiency and resource planning.
- Works in collaboration with MCE Legal and Regulatory Team to prepare

- regulatory filings related to the Customer Programs.
- As assigned, assists with the implementation of MCE's Strategic Plan.

MINIMUM QUALIFICATIONS

Experience/Education

Education and experience equivalent to a Bachelor's degree in engineering, environmental science, planning, or a related field, and seven (7) years of progressively responsible experience at an electric utility, public agency or private company providing customer programs, including energy efficiency and IDSM services. A Master's Degree in a related field may be substituted for two (2) years of work experience.

Knowledge of

- California Public Utilities Commission (CPUC) regulatory process.
- Applicable laws, regulations, and policies governing energy efficiency and IDSM programs in California.
- Energy conservation strategies, energy efficient building construction and demand response applications
- Construction trade and green building techniques
- Metrics and analytical tools to collect, tabulate and analyze data related to energy efficiency and technologies.
- Microsoft Office software including Excel, Word and PowerPoint.
- Construction trade, local government permitting process, and regulatory bodies in California.
- Best practices for energy efficiency financing programs
- Principles and practices of supervision

Language and Reasoning Skills

- Exercise sound judgment, creative problem solving, and commercial awareness.
- Develop high-quality writing, research and communication work products.
- Deliver clear oral communication.
- Interact professionally and effectively with customers, commercial partners, MCE staff team and Board of Directors.
- Apply strong analytical and problem-solving skills.
- Manage projects and time efficiently.

Skills and Abilities

- Manage multiple priorities and quickly adapt to changing priorities in a fast paced dynamic environment
- Take responsibility and work independently, as well as coordinate team efforts
- Be thorough and detail-oriented
- Work accurately and swiftly under pressure
- Demonstrate patience, tact, and courtesy
- Apply energy conservation principles and practices within an energy program

- Critically evaluate proposals, programs and policies
- Use metrics to validate energy efficiency impacts
- Oversee development and implementation of trainings and workshops
- Insure staff can effectively provide technical assistance on energy efficiency to customers and to government affiliates
- Supervise the preparation of proposals for grant funding and other program revenue opportunities
- Work collaboratively with government agencies and divisions related to energy efficiency
- Make presentations as required at public meetings
- Communicate effectively both verbally and in written form
- Establish and maintain effective working relationships with persons encountered during the performance of duties

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand.

The employee must occasionally lift and/or move up to 20 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

ADA COMPLIANCE

MCE will make reasonable accommodation of the known physical or mental limitations of a qualified person with a disability upon request.