



Industry Relations Leadership - Job Profile

Line of Business: Customer Care / Customer Energy Solutions Job Family: Industry Relations Leadership Reports to (Job Title): Manager, CES Program Management	Effective Date of Job Profile: October, 2014 Last Updated: February, 2015
--	--

Job Family Summary	Represents the voice of the industry professional; includes collecting insights into industry professional needs, testing concepts, defining requirements and benefits of the industry program, building the solution, managing improvement to improve participation, increase energy savings, increase team productivity, and align with other internal business initiatives. Benchmarks to internal and external programs to recommend program improvements. Provides management guidance and oversight to employees who are responsible for proactively recruiting and establishing relationships with program vendors, retailers, manufacturers and/or distributors supporting company programs and services. Services being rendered by the IRM include: outreach and training; day-to-day support; opportunity identification, strategic and functional support; and in select cases, assistance with selling company offerings as well as deal closure with sales.
Job Title	Supervisor, Industry Relations
Position Title	Supervisor, Industry Relations
PGE Job Level	Supervisor
SAP Job Code	51697033
Job Responsibilities	<ul style="list-style-type: none"> • Establish long term relationships with industry professionals who conduct business in company territory to increase participation and cost effectiveness of existing programs by focusing on industry partner needs. Create a cost effective, extended sales force by establishing and maintaining close relationships with key industry professionals to increase participation in program rebate and incentive programs as well as to help inform future directions for programs and marketing opportunities. • Work with internal business partners to develop and execute sales strategies and plans with industry professionals and oversee IRMs in executing. Collaborate with sales personnel by Division to understand their needs. Work with staff to provide an understanding of enrolled vendors and other industry participants who serve commercial, industrial and agricultural customers by Division across the company territory. • Collaborate with internal & external stakeholders to analyze and improve existing rebate and incentive offerings and to develop and launch additional offerings that deliver cost effective energy savings. Advocate process improvements to better meet vendor/customer needs. Leverage industry relationships for research and marketing opportunities. • Identify program improvement needs based on industry professional research, marketing and sales feedback, and internal and external gap analysis. • Utilize in-depth knowledge of market segments, industry trends, decision making processes, challenges and opportunities to address the needs of industry professionals and their customers. Work with industry professionals to track market trends. Maintain knowledge on rebates and incentive programs for eligible technologies. • Deliver company presentations and trainings to industry organizations and trade networks, along with internal stakeholders. • Resolve industry participant issues or customer issues with industry participants which may require escalation through appropriate channels for further follow-up, investigation and resolution. • Develop and maintain policies and procedures for the industry professional program. • Responsible for contract, budget and invoice management, if needed • Determine which IRMs work with industry professionals not located with PG&E territory. • Determine which IRMs have job-specific requirements. • Determine 'best practices' for industry partner (Trade Ally) programs, including benchmarking other industry programs. • Mentor and train staff to gain programs, technology, industry knowledge and other skills. • Manage staff to serve industry professionals as their trusted advisor for company programs and self-generation programs. • Oversee IRMs to influence industry professionals to sell products and increase program participation with their customer base, including participating in local/regional



Industry Relations Leadership - Job Profile

	<ul style="list-style-type: none"> trade industry organizations to establish partnerships with industry participants. Develop and implement lead generation and other department strategies.
Supervisory Responsibility	<ul style="list-style-type: none"> Recruit/select, communicate expectations, foster employee engagement, coach, develop, mentor, recognize and reward employees in order to drive performance and results. Manages a team of eight or fewer professional employees.
Education Minimum	<ul style="list-style-type: none"> Bachelor's degree or equivalent industry related experience required
Desired	
License/Certification Minimum	
Desired	
Experience Minimum	<ul style="list-style-type: none"> Requires a minimum of five years of relevant experience
Desired	<ul style="list-style-type: none"> Prior supervisory experience
Knowledge, Skills, Abilities Desired	<ul style="list-style-type: none"> Proficient understanding on all applicable company rebate and incentive offerings and operations/processes Proficient understanding of 3P programs & Local Government Partnerships and how they can be bundled with other company offerings Understanding of Demand Response, Technology Incentive Program and Auto DR Knowledge of products eligible for rebates Knowledge of technology measures eligible for calculated programs Understanding of partner programs, trade ally programs, and/or channel programs from other utilities or other industries Advanced knowledge of company operations, organizational structure and political savvy required Advanced knowledge of company sales tools Customer service and account management capabilities Ability to influence others to close a sale Ability to understand strategy and translate into action plans, operations Ability to recognize opportunities and develop into realities Ability to lead and influence cross-functional work activities and initiatives Ability to develop and manage dept. budgets, expenses, variances Ability to communicate and support company and organization policies, procedures, goals, objectives, vision and values Ability to manage day-to-day operations, identify and implement operational changes and improvements in support of the business Ability to encourage employees to identify work process and system improvements, champion and overcome resistance to and facilitate change Ability to convey credibility, confidence and sense of authority. Conveys messages simply, concisely and at right pace and tone for audience Ability to foster a learning environment and to develop employees to ensure backfills and successors. Has an understanding of PG&E's business to maximize results, limit risks and effectively lead group Ability to use internal technology and software to maximize team performance Microsoft Office, SAP, Energy Insight, etc. Project management skills



Industry Relations Leadership - Job Profile

Supplemental/ Other Minimum	
Desired	<ul style="list-style-type: none">• May be assigned regionally or by technology. Regionally assigned Supervisor must be willing to live within assigned territory and Technology assigned supervisor must be centrally located based on location of the concentration of distributors and manufacturers by technology.