

Summary

This is a temporary independent contractor position which will be based in the City of San Luis Obispo for 6 to 8 months.

The Energy Accounts Analyst has responsibility for a wide range of account related issues, including customer service, business development, and energy analytics. This position will work with Monterey Bay Community Power (MBCP) key commercial and industrial accounts, MBCP's data and call center vendor, and Pacific Gas and Electric Company (PG&E) to ensure customer satisfaction and retention, specifically in the cities of San Luis Obispo and Morro Bay. The Energy Accounts Analyst will also be responsible for addressing systemic customer relationship issues as they arise and developing/offering new programs of benefit as they are developed. The Energy Accounts Analyst shall maintain positive relationships with all MBCP customers and assist with event outreach and presentations as may be necessary from time to time. This job serves as a point of contact between customers and MBCP to identify and resolve issues related to MBCP's and/or PG&E's tariffs, program designs and business operations. This role may require modification and development of new programs and rate structures to better serve MBCPs commercial customers. The Energy Accounts Analyst will also work directly with strategic accounts and will participate in community events and/or perform related tasks for residential customers as may be needed.

Essential Duties and Responsibilities

- Serve as point of contact for key commercial accounts in San Luis Obispo and Morro Bay during MBCP's enrollment
- Provide data analysis support as needed to develop tailored programs and rates for key account customers.
- Identify, advocate for and implement solutions to deficiencies in the service PG&E or others provide to MBCP customers.
- Identify and implement solutions to increase customer retention and customer satisfaction with MBCP services and tariffs.
- Identify and resolve high-level customer billing issues.
- Provide expertise on Time of Use rates and demand response options and services.
- Maintain rate models for cost comparison and other analytical purposes.
- Interface with MBCP's data management provider, call center and PG&E representatives to ensure consistent and positive interaction with customers.
- Conduct customer follow-up as needed, including providing cost comparisons for strategic accounts.
- Assist in MBCP's business relationships with key PG&E and data management representatives.

Minimum Qualifications

Any combination of education and experience that would provide the knowledge and abilities listed. Typically, equivalent to possession of a Bachelor' degree from an accredited college or university in Business Administration, Engineering, Communications and 4 years of experience in customer service, energy industry operations and/or commercial account management. A Master's degree in a related field preferred.

Knowledge of:

- Expertise in electric utility rules, tariffs, bill design and terminology
- Microsoft Office Suite including Excel, Word, PowerPoint and Adobe Acrobat
- Knowledge of account services, customer service, and program management
- Advanced principles of customer service
- Principles and practices of communication
- English usage, spelling, punctuation, grammar and business letter writing; Spanish and other languages a plus

Ability to:

- Work independently and perform without direct supervision
- Perform rate analysis with multiple rate classes, tiers and billing components
- Interact effectively with commercial customers, local community groups and organizations
- Exercise sound judgment, creative problem solving and commercial awareness
- Deliver clear oral communication
- Manage projects and time efficiently; adept at multi-tasking in a fast-paced environment
- Be outgoing, confident and detail oriented
- Be self-motivated with a strong drive to retain and build customer base, track and resolve issues quickly and effectively
- Take responsibility and work independently, as well as coordinate team efforts
- Demonstrate patience, tact and courtesy with a variety of customers and personalities

Location and Compensation: This position will operate out of MBCP's temporary work location in San Luis Obispo. Compensation for this position will be based on an hourly rate (\$30 - \$60/hr) commensurate with experience as this is an independent contractor role with the potential of becoming full time. No benefits.

Application Process:

The position is open until filled. To be considered for this position, please submit a MBCP application, detailed resume and cover letter to: recruitment@mbcp.org

Following the filing date, resumes will be screened in relation to the criteria outlined in this brochure and the class specification. Candidates deemed to have the most relevant qualifications will proceed with the selection process which may include a written examination, oral presentation, oral interview, or a combination.