

**MERCED IRRIGATION DISTRICT
CUSTOMER PROGRAMS MANAGER**

FLSA Status – Exempt

DEFINITION:

Under general direction, plan and supervise the development and implementation of the public benefit program, account management, customer energy efficiency and quality programs and services; responsible for managing and coordinating Merced Irrigation District's (MID'S) efforts to provide individualized, responsive, high quality customized service to assigned major and key account electric customers and assist in the retention and recruitment of existing and/or new electric customers. Review and monitor proposed state and federal energy utility public benefits legislation and coordinate the analysis and District response to such legislation and compliance with enacted legislation; develop and maintain relationships with local, state and federal agency staff on public benefits issues; review and monitor public benefits regulatory actions that impact the operations of the District; review and recommend changes to the District's Public Benefits Policy; prepare the District's Public Benefits Budget and Public Benefits Report; confer with customers, community groups, District staff, service providers and other associations as necessary in the development, administration and review of the District's Public Benefits Program.

ESSENTIAL FUNCTIONS OF THE POSITION:

- Establish clear goals for consumer program benefits and customer participation.
- Assess potential costs, benefits and resource ramifications of any proposed initiative under the Public Benefit Program along with budgetary justifications for program expenditures and the balancing of individual program expenditures against the overall public benefit program goals.
- Interact and collaborate with other utilities and agencies on public benefit related issues and in the exchange of ideas and information.
- Maintains current knowledge of external electric utility trends and legislation to ensure necessary compliance
- Effectively communicate the value of the public benefit program to the community through Strategic outreach.
- Report to senior level management, as necessary, through both written and oral communications.
- Assess customers' willingness to participate in proposed initiatives under the program through market research and by regularly collecting input from customers, community organizations and businesses, especially in areas with high concentrations of low-income customers.
- Implement and monitor programs, this includes, but is not limited to, contract management, budgeting and the tracking of expenditures.
- Maintain and expand effective relationships with customers.
- Assist in research, development, production and marketing of potential new services, products and programs.
- Coordinate and monitor the District's public benefits programs.
- Perform analysis on the feasibility of market penetration in various consumer programs.
- Act as primary point of contact with major business customers in order to establish and maintain a personalized business relationship for the purpose of identifying customer issues and needs and become the key customer's representative to MID.
- Act as program manager/team leader to coordinate MID activities and services in the areas of Energy Services, Customer Services, Energy Operations, Distribution Services and Energy Management to assure appropriate treatment of major customers which is consistent with policies and interests.

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- Develop and maintain a working knowledge of rates, rate trends and energy efficiency programs.
- Coordinate development of new policies/programs to respond to major account needs and seek alternative solutions to difficult problems.
- Draft clear and concise customer communications as required, including, but not limited to contracts, load sheets, service memorandums, invoicing for miscellaneous electric fees, written transmittal and documentation of information.
- Prepare detailed strategies for customer meetings.
- Maximize/maintain positive customer relationships by routinely calling on customers.
- Investigate complaints and recommendations, providing corrective action as necessary to resolve complaints.
- Prepare reports related to activities as required and professionally represent the District (MID) at a variety of meetings, including evening meetings and major events.
- Prepare a variety of narrative and periodic reports to keep management informed of program/project status.
- Develop qualitative and quantitative measures to evaluate program/project financial status, customer satisfaction, contractor performance and public relations, and recommend modifications to increase effectiveness.
- Conduct research and perform analyses to make recommendations to management-related program design.
- Participate in site visits to current business customers to provide electrical service options and provide reports to these clients defining applicable electrical connection costs, rate analysis, economic incentives and energy efficiency incentives.
- Oversee and participate in energy audit programs for residential, commercial, industrial and public customers.
- Recommend and assist in implementation and evaluation of goals, objectives and practices for providing effective and efficient utility-related customer programs and services.
- Review contracts/commitments to ensure consistency with relevant rates, rules and policies.
- Perform other duties as requested, directed or assigned.

QUALIFICATIONS:

Any combination of experience and education that would prepare the candidate for the duties and responsibilities of the position is acceptable.

Education:

- Bachelors Degree from an accredited college or university with major course work in areas such as business, engineering, public administration, communications, marketing or a related field.

Experience:

- Three (3) years of increasingly responsible experience in marketing, sales and/or business retention programs for business, including experience in developing and marketing in a utility or energy services industry.
- Five (5) years experience in energy efficiency programs for residential, commercial and industrial applications or closely related field.

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Ability to:

- Exercise strong organizational skills and keen attention to detail.
- Exercise superior professionalism and judgment.
- Communicate clearly and concisely, orally and in writing.
- Prepare and present oral and written reports.
- Prepare, present and administer budgets.
- Work independently within general guidelines.
- Prepare and give presentations to the general public, management and department personnel.
- Interpret and apply federal, state and local laws, policies and procedures and regulations.
- Establish and maintain cooperative working relationships with those contacted during the course of work.
- Effectively develop, negotiate and monitor contracts.
- Operate a variety of standard and specialized office equipment including a personal computer and peripheral equipment.
- Identify problems/issues, collect and analyze data, develop alternatives and select the most appropriate solution.

Knowledge of:

- Renewable building materials and energy resources, and community-based programs and services.
- Contract preparation and administration.
- Mathematics and statistics required for electric utility engineering, finance, cost and rate calculations.
- Personal computer operation and software applications, including, but not limited to, Microsoft Word, Excel, PowerPoint, Access and e-mail.
- Principles and practices of effective customer relations.
- Recent developments, current literature and sources of information regarding electric utility industry.
- Principles and practices of budget preparation and administration.
- Pertinent federal, state and local laws, codes and regulations.

Necessary Special Requirement:

- Must file a Statement of Economic Interests in compliance with Government Code Section 8100.
- Must complete a two hour Ethics training course every two years in compliance with California AB 1234.
- Must complete two hours of Sexual Harassment training every two years in compliance with California AB 1825.
- A valid California Class C Driver License and the ability to maintain insurability under the District's vehicle insurance program.
- Abide by all District policies, guidelines and rules.

ENVIRONMENTAL FACTORS:

- Exposure to the sun: 10% or less work time spent outside a building and exposed to the sun.
- Irregular or extended work hours: Occasionally required to change working hours or work overtime.
- Work performed in an office environment

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The mental and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

ESSENTIAL MENTAL ABILITIES:

- Exercise independent judgment.
- Self directing and organized.
- Reason objectively.
- Assess, project and plan work activities on a daily and weekly basis.
- Interpret state/ federal/agency regulations.
- Document concisely, accurately and timely.
- Handle a variety of duties which may be interrupted or changed by immediate circumstances.

TYPICAL PHYSICAL DEMANDS:

- Communicate orally and in writing with District management, co-workers, outside auditors, customers, and the public in face-to-face and one-on-one settings.
- Transport, set-up and removal of promotional equipment and materials at various public functions.
- Use of office equipment such as computer, copiers, scanners, and fax machines.
- Capable of negotiating stairways and uneven ground from time to time.

Sitting: Remains in a seated position for up to eight (8) hours per day
Hands/Arms: Operates computer for up to eight (8) hours per day
Lifting: Raises and lowers boxes and supplies up to twenty-five (25) pounds.
Stooping: Bends body downward and forward by bending at the knees or waist
Talking: Expresses ideas and shares information by means of spoken work in person and by telephone.
Hearing: Hears well enough to receive communications in person and by telephone.
Vision: Reads written and video messages for up to eight (8) hours per day. Operate vehicles and office equipment.

SUPERVISION:

The position receives general supervision from the Deputy General Manager, Energy Resources.

I have reviewed this Job Description with my Supervisor and agree with its contents.

Employee Signature/Date

Supervisor Signature/Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.