Job Opening

Community Development Manager - Concord Office
Public Affairs Department
Salary Range for this Position $91,682 - $134,475

Send a cover letter and resume no later than 4:00 pm, Monday March 16, 2020
Phone interviews anticipated for the week of March 23
For those selected to move forward, in-person interviews anticipated for the week of March 30

WHO WE ARE

MCE is a mission-driven, collaborative, not-for-profit, locally-focused community choice aggregation energy program, providing cleaner energy and energy efficiency programs to 34 communities in four Bay Area counties. We are proud to be the first program of its kind in California and have been operational since 2010.

OUR COMMITMENT TO DIVERSITY

Diverse opinions, ideas, and experiences push us and challenge us, as individuals and as a team, to work better and smarter. We know that the more diverse our workforce is, the better we support our customers and the diverse interests they represent. We provide an inclusive, empowering, and supportive work environment and welcome individuals from all backgrounds and walks of life throughout our organization, from our employees to our customers and community members.

WHAT YOU’LL DO

As a Community Development Manager, you will work with a wide range of key customer, community, and stakeholder groups, developing and managing key relationships, and implementing outreach and engagement strategies to advance MCE programs and services. This role contributes to the advancement of MCE’s customer and community engagement goals through municipal customer engagement and targeted outreach to key community stakeholders to educate customers and stakeholders about MCE’s products, services and community benefits.

WHO YOU’LL WORK WITH

The Community & Customer Engagement team is the primary relationship management team focused on serving as effective and impactful representatives on behalf of MCE for key customers and strategic partners in our communities. The team ensures our communities are supported by
MCE’s programs and services through dedicated customer relationship building and effective public engagement and education.

The team is staffed with passionate individuals dedicated to increasing the adoption of clean energy. Our customers, stakeholders, and community partners work hand in hand with us to advance our vision for a clean energy future.

SUPERVISORY RESPONSIBILITIES

This position may require supervisor responsibilities

ESSENTIAL DUTIES AND RESPONSIBILITIES (ILLUSTRATIVE ONLY)

- Develop and maintain collaborative relationships with county and municipal staff, community members, local business owners, public officials, and other key stakeholders.
- Develop County and municipal engagement and outreach plans to effectively promote MCE services, programs and community benefits.
- Identify opportunities for increased participation by municipal customers and community organizations in MCE’s services and programs.
- Serve as primary point of contact for assigned accounts and customer inquiries.
- Conduct on-site customer and community stakeholder meetings, participate in public speaking engagements giving presentations on MCE services.

SUCCESSFUL CANDIDATES MUST DEMONSTRATE THE ABILITY TO:

- Work with a diverse range of individual and community groups, exercising patience, creative problem solving, tact, empathy, courtesy and flexibility.
- Produce high-quality writing, and research and communication.
- Adapt to changing priorities in a dynamic environment.
- Perform basic cost comparisons, read and explain customer utility bills.
- Compute rate, ratio, and percent and to draw and interpret bar graphs.
- Work independently to resolve issues quickly and effectively.
- Use CRM and Business Intelligence platforms (e.g. Salesforce, Microsoft, etc.

REQUIRED MINIMUM QUALIFICATIONS

- Education and experience equivalent to a Bachelor’s degree in communications, public administration, environmental planning or a related field and five years of experience in project management, key customer relationship management, community outreach, or equivalent experience.
- Experience and comfort with public speaking.
• Ability to work effectively with customers in underserved communities and integrate principles of diversity, equity and inclusion (DEI) into everyday duties.
• Experience effectively applying principles of successful relationship management.

WHAT YOU NEED TO KNOW

• Microsoft Office and Google Suite including Excel, Word, Google Docs, Google Sheets, PowerPoint and Adobe Acrobat.

WHAT WILL GIVE YOU THE EDGE

• Direct experience working with city, county, state agencies, key sustainability and business groups within MCE’s service area and more specifically in Contra Costa County.
• Knowledge of electricity rate, energy delivery and Community Choice agencies strongly preferred.
• Knowledge of the environmental policy, public administration, energy regulation and greenhouse gas accounting in the state of California is a plus.
• Experience working in a public utility and/or a Community Choice Aggregate program (CCA) and experience working in diverse communities and/or working groups.
• Ability to read, write and speak Spanish, Tagalog and/or Mandarin.

WORK ENVIRONMENT AND PHYSICAL CONSIDERATIONS

• The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
• Frequent travel within MCE service area and MCE offices including community events and other functions which may require exposure to varying temperatures, light levels and sound levels, including music and crowds of various sizes.
• This position will be located in MCE’s Concord office with regular travel to MCE’s San Rafael office.
• Transporting materials for MCE events including all or some of the following: 6-foot folding table, 10x10 pop tent, rolling cart and chair.
• The noise, light and temperature level in the MCE office work environment is usually moderate.
• MCE will make reasonable accommodation of the known physical or mental limitations of a qualified applicant upon request.
• Lift and/or move up to 20 pounds.
BENEFITS

- Competitive salary, including paid holidays, vacation, sick, personal, family medical, and parental leave, and paid holidays.
- Excellent fully funded health insurance options, including medical, dental, and vision for you and your dependents.
- MCE contributes to a 401(a)-retirement plan and you have the option of contributing to a 457(b) deferred compensation plan and flexible spending account.
- You have the ability to cover some or all travel costs with our commute alternatives program.
- You have access to professional development opportunities and team-building activities.
- Non-taxable reimbursement set amount towards the cost associated with qualified dependent care.
- MCE set monthly allowance for up to two years for individuals to use for their personal development, or tuition reimbursement, or student loan payment.

TO APPLY

MCE requests qualified applicants provide their cover letter and a resume no later than 4:00 pm, March 16, 2020. Selection procedures may consist of any or all of the following: application ranking, writing sample, skills test, and interviews.

To apply, please send your cover letter and resume via email to jobs@MCEcleanenergy.org

Interviews

It is anticipated that phone interviews will be scheduled during the week of March 23. Those selected to move forward will participate in and in person interview anticipated for the week of March 30.

MCE IS AN EQUAL OPPORTUNITY EMPLOYER