Job Opening

Manager of Customer Programs

Salary Range for this position: $114,070-$181,553

This position will start as a remote role. Once MCE offices reopen the position can be based at an MCE office located in Concord or San Rafael.

Candidates must submit a resume by 4:00pm, Monday November 30, 2020. MCE reserves the right to close the recruitment when a qualified pool of candidates has been identified.

It is anticipated that phone screens will be held December 4, 7, and/or 8.
Those selected to move forward from a phone screen will be invited to participate in video interview tentatively scheduled for December 11 and 14.
Candidates selected to move forward from video interviews will participate in a final video interview anticipated for December 17.

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 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 are committed to providing an inclusive, empowering, and supportive work environment. MCE welcomes individuals from all backgrounds and walks of life as colleagues, customers, and community partners.

Who you Are

You are a creative, innovative, and results-oriented team leader. You have a solid understanding of the mechanics of customer programs and are excited by the challenge of creating new strategies to advance electric vehicle and clean energy adoption. You have a passion for MCE’s mission and thrive in an energetic, collaborative environment.

You will have an attention to detail, supervisory skills, knowledge of demand response, distributed generation, electric vehicle, and energy storage technologies and deployment strategies. You are a strategic thought partner. You thrive on your project management skills, can parallel track multiple work streams efficiently, and use metrics to validate program impacts and implement course corrections if needed.

What You’ll Do

As the Manager of Customer Programs, and under the direction of the Director of Customer Programs, you will have a high level of responsibility for design and implementation of impactful programs and services that are aligned with MCE’s mission of greenhouse gas reduction, rate stability, and providing value to customers. The Manager of Customer Programs performs duties
with a high level of autonomy, supervising multiple staff under their assigned area, innovating cutting edge programs and reporting on progress, strategic guidance, issue spotting, and otherwise ensuring smooth administration and operation of MCE’s demand side management programs. This position has a special emphasis on Electric Vehicles and Distributed Energy Resources.

**Supervisor Responsibilities**

This position has supervisory responsibilities.

**Essential Duties (Illustrative Only)**

- Lead a team of Program Managers and provide strategic leadership across an assigned portfolio of programs.
- Design, manage and implement demand-side management programs.
- Maintain expertise in industry trends and innovations around demand-side management programs and incorporate new ideas when appropriate.
- Based on factual experiences, provide strategic guidance on programs such as EV and DER Integration, including recommending new measures or strategies for inclusion in MCE’s suite of customer programs.
- Validate program policies, procedures, and technologies with industry stakeholders and communicates necessary changes to the Director of Customer Programs.
- Make verbal presentations to MCE’s Board of Directors, Committees, and stakeholders on program elements and outcomes.
- Maintain professional and productive relationships with local industry groups and community organizations, MCE Board and staff.
- Draft proposals for grant funding and other program revenue opportunities.
- Ensure that work in assigned areas complies with MCE policies, practices and procedures as well as operational standards.
- Negotiate and draft contracts for review by the Director of Customer Programs, the Chief Executive Officer, and the Board of Directors.

**Minimum Qualifications**

**Experience/Education**

- Any combination of education and experience that would provide the knowledge and skills required to perform the duties of the position.
  - Bachelor’s Degree in business administration, public administration, engineering, environmental science, green building, planning, or a closely related field.
  - At least seven (7) years of progressively responsible experience at an electric utility, local government agency or private company that provides energy program services and experience working with diverse communities and vulnerable customers.
Four (4) years of management experience in the coordination and implementation of energy efficiency programs, including management of multiple staff, and experience in negotiating contracts.

- A Master’s Degree in a related field may be substituted for up to two (2) years of experience.

Knowledge of

- Goals and mission of MCE and Community Choice Aggregation (CCA) programs and state and federal energy regulations.
- Energy management program strategies including energy efficiency measures, demand response, distributed generation, Advanced Metering Infrastructure (AMI) technology, building decarbonization or transportation electrification.
- Experience designing and implementing innovative and emerging programs.
- Program strategies for serving disadvantaged or underserved communities.
- Principles and practices of program and project management and business decision-making processes.
- Effective team leadership and supervisory practices.
- Microsoft Office Suite software including Excel, Word and PowerPoint programs and Adobe Acrobat.
- Economic principles of ratepayer funded energy programs, grant funding and RFP requests.
- The construction trade, local government permitting process, and regulatory bodies in California

Ability to

- Oversee a broad range of programs and ensure programs are on track to meeting targets.
- Supervise a diverse group of individuals and create an inclusive work environment.
- Think strategically and provide meaningful contributions to department and agency planning.
- Manage a demanding workload with rapidly shifting priorities, including parallel tracking multiple work streams efficiently.
- Negotiate and/or process contracts and related documents.
- Apply energy conservation principles and practices within an energy program.
- Interface with customers, subcontractors, as well as MCE Staff and Board Members to produce measurable results.
- Understand financial incentives and recommend incentive design.
- Communicate effectively both verbally and in written form.
- Take responsibility and work independently, as well as participate in team efforts.
Work Environment and Physical Considerations

- The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.
- MCE offices support an environment that is accessible to those with reduced mobility. We are happy to provide more details if asked.
- MCE will make reasonable accommodation of the known physical or mental limitations of a qualified applicant with a disability upon request.
- The noise, light, and temperature level in the MCE office work environment is usually moderate.

Benefits

- Competitive salary, including paid holidays, vacation, sick, personal, bereavement, family medical, 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.
- Reimbursement for some or all travel costs with our commute alternatives program.
- Access to professional development opportunities for career-specific growth opportunities.
- Non-taxable reimbursement set amount towards the cost associated with qualified dependent care.
- Inclusive and equal access to Fertility benefits that support family planning and creation.
- MCE sets a monthly allowance for up to two years for individuals to use for their personal development, or tuition reimbursement, or student loan payment.

To Apply:

- To be considered for this position, candidates should submit a resume no later than 4:00 pm, Monday, November 30, 2020 through LinkedIn. You may also access the information through the MCE Careers page website at https://www.mcecleanenergy.org/careers/. MCE reserves the right to close the recruitment when a qualified pool of candidates has been identified.
- Selection procedures may consist of any or all of the following: application ranking, writing sample, and interviews.

Got Questions:

- Direct your questions through LinkedIn InMail or reach out to MCE at jobs@mcecleanenergy.org

MCE is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law.