Job Opening
Technology & Analytics Product Manager

Resumes will be reviewed on a rolling basis, and phone screens will be scheduled when a qualified pool of candidates has been identified. MCE reserves the right to close the recruitment when a qualified pool of candidates has been determined.

Interviews will consist of a phone screen, video interviews and may include additional skills assessment. Anticipated start date is late June

Who We Are

MCE provides renewable, locally controlled electricity service and cutting-edge energy programs to more than one million residents and businesses in 37 Bay Area communities across four counties: Marin, Napa, Contra Costa, and Solano. MCE offers more renewable energy compared to PG&E at stable and competitive rates, significantly reducing greenhouse gas emissions and reinvesting millions of dollars in local energy programs. We are helping to solve the climate crisis and creating equitable, environmental, and economic community benefits. We are proud to be the first program of our kind in California and have been operational since 2010.

What You’ll Do

As a Technology & Analytics Product Manager you are MCE’s in-house expert on its Customer Relationship Management (CRM) and internal users. You are responsible for technical project management, analyzing problems/issues with diverse scopes to identify solutions. Initially, your work will focus on being a liaison between the Customer Programs department and the Technology Analytics department ensuring the end users of the CRM needs are being met. This position will expand to support other departments.

Essential Duties and Responsibilities (Illustrative Only)

Product Management:
❖ Develop detailed functional specifications for business support tools.
❖ Collaborate with departments to understand the needs of the department and work with them to build out their needs in the CRM and broaden the scope to other MCE departments.
❖ Gather and prioritize product and department requirements.
❖ Define and communicate the product vision working closely with technical teams to implement the vision.
❖ Maintain an understanding of how various team members use the CRM to serve as a resource to the Technology & Analytics team and as the first line of issue spotting/testing for new CRM
Assess variances from our product plan, to gather metrics, and develop/implement changes as needed to ensure our product meets the needs of the stakeholder.

Assist in identifying project resource requirements and project teams by assisting in securing resources.

Manage project-level risks, weighing and assessing probability, impact, documenting mitigation and contingency strategies.

**CRM Business Analyst:**

- Consult and liaise with stakeholders to gather, understand and define business requirements.
- Analyze and consolidate information and collaborate with the implementation team to develop solutions ensuring MCE business requirements are achieved.
- Provide functional support to end-users and facilitate testing of new CRM functionality roll-outs.
- Assist business users with defining and/or reviewing test plans and related quality reviews to conduct User Acceptance Testing (UAT).
- Educate end-users on CRM functions by contributing to the development and implementation of training plans and learning materials for the users.

### Minimum Qualifications

#### Experience/Education

- Education and/or experience equal to a Bachelor of Arts or a Bachelor of Science degree in Business Administration, Finance, Engineering, Computer Science, IT, or a related field.
- Five (5) years of coordination and project management work preferably for a public utility, other public, or not for profit agency.
- Knowledge of the technology landscape including, but not limited to software development, complex hardware/software upgrades or roll-outs, documentation development, and complex instructional design activities.
- Proven knowledge of most aspects of computing and communications including hardware infrastructure, networking, software, operations, and disaster recovery.
- Demonstrated knowledge and experience in the design and development of software, including basic knowledge of secure software development.

#### Strongly Preferred

- Project Manager Certification - Project Management Professional (PMP) and experience with agile project management methodology and implementation or other applicable professional certification such as SHRM, CFA, CIPM, CP, SCP, HR, PHR, SPSS, ADP, ITIL Foundation v3.
Proficiency in Microsoft Office Suite- Word, Outlook, Excel, PowerPoint.
Proficiency at analyzing requirements, developing functional, specifications documents, and documenting and executing business process specific test scenarios- Information Systems Management.

A Plus If You Have
A Master’s degree in Technology/Analytics, Business Administration, Finance, or a related field

Ability to
Self-start and work independently with minimal oversight.
Manage multiple priorities and adapt to changing priorities in a fast-paced environment.
Maintain confidentiality over sensitive items

Language and Reasoning Skills
Develop high-quality writing, research, and communication work products.
Deliver clear oral communication.
Interact effectively with all persons encountered within the performance of duties.

Work Environment
The work environment characteristics described here are representative of those an employee encounters 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.

Compensation & Benefits
Competitive compensation package offered, based on candidate experience. Technology & Analytics Product Manager starting salary range: $105,891 – $131,113

Benefits Include
Paid holidays, vacation, sick, personal, family medical, and parental leave. MCE offers excellent fully funded health insurance options, including medical, dental, and vision for employees and their spouse/partner and 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.
With our commute alternatives program, you can cover some or all commute costs.
Access to paid professional development opportunities for career-specific growth opportunities.

- Non-taxable reimbursement sets the amount towards the cost associated with qualified dependent care and fertility care.
- Access to mental health support including coaching and therapy.
- Set monthly allowance for up to two years for individuals to use for personal development, tuition reimbursement, or student loan payment.

**Work Environment/Condition of Employment**

- MCE strives to maintain a COVID-free workplace. To that end, being fully vaccinated is a condition of employment for all employees.
- This role has the option of being fully remote (role dependent), hybrid schedule (flex schedule), or entirely in the office. Office locations include Concord or San Rafael, California.

**To Apply:**

To be considered for this position, please submit your resume. As candidates move through the recruitment process, interviews will be conducted with multiple panels. Additional skills assessments may be required throughout the interview process.

Interested applicants should submit their resume through LinkedIn Easy Apply. For questions reach out to Carol at cdorsett@mcecleanenergy.org

**Our Commitment to Diversity**

Diverse opinions, ideas, and experiences push us and challenge us to work better and wiser as individuals and as a team. We know that the more diverse our workforce is, the better we support our customers and the diverse interests they represent. Therefore, 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.

*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.*

*MCE makes reasonable accommodations for qualified applicants with disabilities, sincerely held religious beliefs, and other conditions protected by applicable law.*