

Customer Programs Team- Career Openings Two Positions

[Senior Customer Programs Transportation Electrification Manager \(One position\)](#) & [Customer Programs Transportation Electrification Manager \(One Position\)](#)

MCE supports a work-life balance. Our positions have the option of being remote (based on business need), hybrid schedule (flex schedule), or entirely in the office. Office locations include Concord or San Rafael, California.

Once a pool of candidates has been identified, phone screens will be scheduled. To be considered for this position **apply by January 19, 2023**. MCE reserves the right to close the recruitment at any time.

Even if you feel that you do not meet all the qualifications, we encourage you to apply. Application materials will be reviewed on a rolling basis through LinkedIn. All interested applicants must include a resume.

Senior Customer Programs Transportation Electrification Manager

As a Senior Customer Programs Transportation Electrification Manager, you will lead the development, administration, and implementation of multiple transportation electrification programs. In this position you will ensure that MCE's programs achieve strategic objectives and priorities by designing programs and goal setting, evaluating, and developing new business and partnership opportunities, managing program contractors, tracking program data, applying for grants, and/or interacting with the other MCE departments, the MCE Board of Directors and its committees and interfacing with partner agencies and stakeholder groups. This position requires a higher level of autonomy, business and energy industry knowledge, programs experience, and leadership capabilities.

Supervisory Responsibilities

The Senior Customer Programs Transportation Electrification Manager is a supervisory role

Senior Customer Programs Transportation Electrification Manager
Starting Salary Range- \$120,000-\$140,000

Customer Programs Transportation Electrification Manager

As a Customer Programs Transportation Electrification Manager, you will deliver high-quality Transportation Electrification (TE) programs to MCE customers, and work in close collaboration with team members across the agency to ensure success. You will manage contracts, stakeholder relationships, and engage with customers including building owners and managers on MCE's behalf. You will manage and/or facilitate the scoping, implementation and measurement of TE projects and programs, or other demand-side programs.

You will oversee the work of implementers and may negotiate contracts. In this position you will need to understand many aspects of TE, including, programs that accelerate TE growth, the TE regulatory landscape, and related programs such as demand response, energy efficiency, and/or energy storage.

Customer Programs Transportation Electrification Manager
Starting Salary Range \$112,245 - \$138,979

Senior Customer Programs Transportation Electrification Manager:

Key Responsibilities

Depending upon experience and assignment, incumbents may perform some or all the following:

- Design, implement, and manage transportation electrification programs, which may include Electric Vehicle (EV) grant programs, EV charging programs, managed charging programs and fleet electrification programs.
- Develop, track, and communicate key program metrics to gauge program success.
- Analyze program compliance with regulatory requirements, grant requirements and internal policy objectives or other organizational priorities.
- Maintain a nimble posture with respect to program design and problem-solving, recommending and implementing program improvements when necessary.
- Assist in the development and administration of fiscally responsible program budgets.
- Negotiate, draft and/or amend contracts for review by the Manager of Customer Programs, Director of Customer Programs, the Chief Executive Officer, and the Board of Directors.
- Oversee the work of program implementers and/or staff in executing program strategies, including occasional time in the field.
- Maintain expertise in policy topics, industry trends and innovations in transportation electrification and other demand-side management programs.
- Maintain and/or develop professional and productive relationships with relevant industry groups and community-based organizations.
- Make verbal presentations to stakeholders on program elements and outcomes.

- Facilitate the development of high-quality marketing materials and messaging to communicate program objectives and outcomes, interfacing with stakeholders, partners, the media, and the public.
- Lead cross-team collaboration on transportation electrification to ensure that program needs, and organizational objectives are met.

Qualifications- Senior Customer Programs Transportation Electrification (TE) Manager

Required

- Excellent program design, implementation, and program management skills.
- Demonstrated ability to work with internal and external stakeholders.
- Experience managing staff and leading teams.

Experience/Education

- Relevant Bachelor's degree or equivalent combination of education and experience.
- At least **six (6) years** of progressively responsible experience at an electric utility, local government agency or private company that provides customer-facing energy programs, and experience working with diverse communities and vulnerable customers.
 - A Master's degree in a related field may be substituted for up to two (2) years of experience.

A Plus if You Have

- Experience in Transportation Electrification (TE) programs or industry.
 - Knowledge of key funding and policy developments impacting the development of new TE programs.
 - Established relationships with local stakeholder groups including Community Business Organizations (CBOs), non-profits, or local government.
 - Experience in other distributed energy resource programs.
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Customer Programs Transportation Electrification Manager:

Key Responsibilities

- Manage TE programs with attentiveness to program goals and objectives, leveraging program metrics to understand program performance, including customer satisfaction, and make recommendations for program improvements.
- Support and manage program implementers in executing on contract scopes of work and program strategies.
- Lead and/or contribute to the development of program implementation, marketing, and measurement and verification plans.
- Review and process project applications and invoices on behalf of customers and vendor partners.

- Coordinate with internal staff program partners to ensure proper data collection strategies are established to support timely and accurate program reporting.
- Maintain an understanding of industry trends and innovations around TE and demand-side management programs.
- Make verbal presentations to stakeholders on program design, implementation, and outcomes.
- Support the development of high-quality marketing materials and messaging to communicate program objectives and outcomes, and interface with stakeholders, partners, the media, and the public.
- Assists in the development and administration of a fiscally responsible program budget.

Qualifications: Customer Programs Transportation Electrification (TE) Manager

Required

- Relevant Bachelor's degree or equivalent combination of education and experience.
- At least **five (5) years** of progressively responsible experience at an electric utility, local government agency or private company that provides customer-facing energy programs
 - A Master's degree in a related field may be substituted for up to two (2) years of experience.

A Plus If You Have

- Experience in TE programs or in the utility industry.
- Experience in negotiating and managing contracts.
- Experience in other distributed energy resource programs

Both Positions

Knowledge of

- Mission, vision, and goals of MCE and Community Choice Aggregation (CCA) programs.
- Basics of utility or municipal transportation electrification, energy efficiency and demand response programs.
- Marketing and outreach, data collection and management, and grant or ratepayer-funded programs.
- Electric utility industry best practices.

Compensation & Benefits

Competitive compensation package offered, based on candidate experience along with generous benefits and perks, including fully paid premiums for health insurance, parental leave, dependent care subsidies, student loan repayment, and employee wellness program.

Starting Salary Range-

- Senior Customer Programs Transportation Electrification Manager **\$120,000-\$140,000**
- Customer Programs Transportation Electrification Manager **\$112,245 - \$138,979**

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: Contra Costa, Marin, Napa, 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 by eliminating fossil fuel greenhouse gas emissions, producing renewable energy, and creating equitable community benefits. We are proud to be the first program of our kind in California and have been operational since 2010.

Our Commitment to Diversity, Equity, and Inclusion

MCE is a place where everyone can grow. We strive to build cohesive inclusive teams. So however, you identify and whatever background you bring with you, whatever your culture please apply if this is a role that would make you excited to come to work every day.

To Apply:

Even if you feel that you do not meet all the qualifications, we encourage you to apply. Application materials will be reviewed on a rolling basis through [LinkedIn](#). All interested applicants must include a resume. Additional skills assessments may be requested. Reach out to Carol Dorsett at cdorsett@mcecleanenergy.org with any questions.

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.

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.

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.