Manager/Senior Manager – Demand Side Management Programs

**General Class Description:** Under general direction of a Director, a program or project Manager assists in planning, organizing, coordinating, and managing programs or activities of their associated department; provides professional assistance to staff; performs related work as assigned. This class has lead responsibility for planning and implementation for one or more programs or functional areas. A Manager is responsible for accomplishing program goals and objectives, and directs the day-to-day operations and activities of their designated program or functional area within a department. A Manager works with their Director to ensure consistent and efficient implementation of agency operational policies and long-term operational excellence. This position class is distinguished by complex and widely-scoped duties related to program and project management, subject-matter expertise, and may include supervisorial responsibility. This position exercises considerable discretion and independent judgment in the coordination and prioritization of duties and responsibilities assigned, and in acting on behalf of the department Director in their absence.

**Summary**

The Demand Side Management (DSM) Programs Manager works under general direction of the Director of Demand Side Management and has responsibility for a wide range of matters related to RCEA’s DSM programs. The DSM Programs Manager plans and manages implementation of energy efficiency and distributed renewable energy initiatives and projects. The DSM Programs Manager also assists with continuous program improvements, and develops and enhances the overall DSM program portfolio. The DSM Programs Manager manages staff scheduling and workloads, manages budgets, and oversees implementation of projects and deliverables, and may supervise other DSM program staff. The DSM Programs Manager has knowledge of energy-related technologies, local and state energy policy and goals, and intermediate to advanced project management and coordination skills.

**Essential Functions and Responsibilities**

Duties are illustrative and may vary. Other duties may be assigned.

- Oversee the day-to-day functions of RCEA’s DSM programs to achieve programmatic goals, provide high-quality service, and exemplify efficient and adaptive design.
- In collaboration with the Director, assist with strategic planning and development of DSM programs consistent with RCEA’s mission.
- Perform and oversee routine program activities, such as energy auditing, project design and analysis, consultation with customers, tracking, and reporting.
- Assists Director to manage overall budget, schedule, and resources to achieve project deliverables within a dynamic program environment.
- Manage vendor, contractor, consultant, and third-party relationships.
- Provide logistical and administrative oversight of program operations, including supervising staff, inventory management, controlling and monitoring expenditures, representing and enforcing RCEA policies and procedures, training, and identifying resource gaps and solutions.
- Provide technical assistance to the public, deliver training, and represent RCEA at external events.

**Minimum Qualifications**
Experience/Education:

- Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:
- Education or experience equivalent to a bachelor's degree or greater in energy management, engineering, environmental sciences, or a closely related field.
- A minimum of 5 years (7 years for Senior Manager designation) of increasingly responsible project management experience, preferably energy project management.
- Experience in supervisory responsibility, preferably for a staff delivering a variety of products and services for a diverse audience and using a range of program design, technologies, and supply and delivery channels.

Knowledge of:

- Energy technologies, principles of energy management, usage, efficiency, and conservation.
- Local and state level energy policy and goals.
- Principles of energy auditing.
- Principles and methods of program development, implementation, and project management.

Ability to:

- Monitor, evaluate, and ensure compliance with program goals.
- Effectively manage sub-contractors.
- Facilitate team work by supporting and collaborating with staff.
- Prepare accurate, comprehensive, and timely reporting and other deliverables as required.
- Assist with program development and design, including needs assessments, drafting proposals, preparing marketing tools, evaluation and reporting.
- Learn, interpret, and apply policies, procedures, and regulations; and to provide program-based guidance and interpretation for staff and the public.
- Assist with administration of project budgets, including control and monitoring of project related expenditures.
- Establish and maintain effective relationships with diverse community stakeholders.
- Provide excellent customer service and communicate clearly and effectively with customers.
- Identify and solve problems effectively and expeditiously.
- Direct, supervise, and coordinate the work of assigned staff.
- Manage multiple priorities, meet deadlines, and quickly adapt to changing priorities in a fast-paced dynamic environment.
- Work well under pressure.
- Be thorough and detail-oriented.
- Demonstrate patience, tact, teamwork and commitment to superior service and performance.
- Communicate effectively verbally, in writing, and through presentations.

Working Conditions and Essential Requirements

The physical demands described here are representative of those required for the position. Position requires sitting, walking, standing, bending, and twisting in the performance of daily activities. The position requires hand manipulation and repetitive hand movement and fine coordination in using a computer keyboard and other office equipment. The position requires near and far vision in reading reports and use of a computer. Acute hearing is required in supporting meetings and providing phone and in-person customer service. Fine and gross motor control is required to set up and operate diagnostic and data collection equipment in a variety of settings. The position requires the ability to use ladders and hand tools and to physically navigate building service spaces such as attics and crawlspaces or equivalent. The position occasionally requires lifting and/or moving objects. RCEA will make reasonable accommodation of the known physical or mental limitations of a qualified applicant with a disability upon
request. Possession and continued maintenance of a valid class C California driver’s license or the ability to provide alternate transportation and a safe driving record is required.

**Preferred Qualifications**

- Master’s degree in a related field.
- Knowledge of RCEA programs.
- Knowledge of CPUC energy efficiency programs.
- Prior experience managing sub-contractors.
- Prior experience working with public agencies.
- Experience working with organizations involved with projects and programs in the areas of environmental and economic development.
- Experience working in an entrepreneurial context.

THE REDWOOD COAST ENERGY AUTHORITY IS COMMITTED TO A DIVERSE WORKFORCE AND IS AN EQUAL OPPORTUNITY EMPLOYER. RCEA MAINTAINS AND PROMOTES A POLICY OF NONDISCRIMINATION AND NONHARASSMENT ON THE BASIS OF RACE, RELIGION, COLOR, SEX, AGE, HANDICAP, MARITAL STATUS, SEXUAL ORIENTATION, AND NATIONAL ORIGIN OR GENETIC CHARACTERISTIC.