



Specialist/Senior Specialist – Programs

General Class Description: Under general direction of a Manager or Director, a Specialist assists in developing and implementing programs or activities of their associated department; provides assistance to staff; performs related work as assigned. This class has no supervisory responsibility. A Specialist is responsible for supporting program goals and objectives and participates in the day to day operations and activities of their designated program or functional area within a department. A Specialist works with a Manager or Director to follow consistent and efficient implementation of agency operational policies and long-term operational excellence. This position class is distinguished by general and clearly-defined duties related to program and project management, with expertise developed and expanded under supervision and oversight. This position exercises discretion and independent judgment in the coordination and prioritization of duties and responsibilities assigned.

Summary

The Program Specialist works under general direction of the departmental Manager or Director and has responsibility for a range of matters related to one or more of RCEA's programs. The Program Specialist implements defined routine activities to deliver services to other staff, customers, and third-party partners. Tasks may be to engage with customers and service providers, implement specific program activities, work on specific project deliverables, manage customer and project data, and prepare project documentation. The Program Specialist may also order supplies, conduct inventories, and support program auditing and reporting. The Program Specialist may be tasked to collect and analyze data, prepare preliminary drafts, and support other staff on larger and more complex analyses, and recommend improvements and additions to implementation policies and procedures. The Program Specialist participates in general team meetings, and help to refine and enhance program offerings. A Program Specialist is familiar with basic project management, general office procedures, and customer engagement.

Essential Functions and Responsibilities

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

- Professionally represent the organization to customers and project partners while conducting outreach and implementation activities.
- Identify and engage with customers and partners to promote various RCEA services, implement measures at selected locations, and maintain superior customer communication.
- Maintain project data, prepare reports, track progress, and document findings.
- Conduct research and analysis on selected topics.
- Under general supervision, act as project manager for projects or initiatives.
- Potentially serve as a task lead and delegate to others.
- Assist staff with larger or more complex tasks through discussion, research, preliminary design work, writing, and critical thinking.
- Contribute to interim and final reports, audits, and other program documentation.
- Participate in program design reviews to refine current offerings and develop new ones.
- Coordinate with third party providers to obtain product and service information.
- Assist with coordinating and staffing public events, workshops, and meetings.
- Participate in routine evaluation and continuous improvement of existing policies and procedures.

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 a related field.
- A minimum of 1 year (3 years for Senior Specialist designation) of relevant work experience.

Knowledge of:

- Energy-related technologies and practices.
- Business software applications, including MS Office, Adobe, web browsers and tools for calendaring and project management.
- Administrative practices and procedures, such as business letter writing and the operation of common office equipment.
- Basic project management.
- Principles of customer service and business communication.

Ability to:

- Exercise independence in identifying, evaluating and prioritizing tasks to meet organizational goals.
- Evaluate, recommend and implement measures.
- Assist in collaborative program development and design processes, including needs assessments, project design and proposals, preparing marketing tools, and determining evaluation and reporting metrics.
- Monitor, evaluate and assure compliance with program goals, policies and procedures.
- Handle multiple projects simultaneously within stringent time constraints.
- Learn, interpret, and apply policies, procedures, and resolutions.
- Exercise discretion and independent judgment when necessary.
- Maintain a good working relationship with co-workers, stakeholders and customers.
- Use basic hand tools and climb ladders, work overhead, and crawl in confined locations.
- 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, which may include both office-based activities and field work. 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. Some placements may require fine and gross motor control to place and operate diagnostic and data collection equipment in a variety of settings. Some placements may require 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

- Bachelor's degree in engineering, energy management, environmental sciences, or a related discipline from an accredited institution.
- Knowledge of RCEA programs.
- Knowledge of CPUC energy efficiency programs.
- Prior experience working with public agencies and/or public utilities.
- 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.