



## Manager/Senior Manager – Account Services

**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 supervisory 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.

### Summary

Under general supervision, the Account Services Manager acts as the lead customer care representative for RCEA's Community Choice Energy (CCE) program, providing oversight for customer account management, billing and rate-setting operations. This position serves as the lead point of contact between RCEA, PG&E, and data management and/or call center service provider(s) to identify and resolve issues related to RCEA and/or PG&E tariffs, program designs, customer debt collections, and business operations. The Account Services Manager works directly with RCEA customers as an account manager for residential and non-residential accounts and provides data analysis support to RCEA's Key Account Managers. The Account Services Manager collaborates with counterparts at other Community Choice Energy (CCE) programs across the state to identify and implement best practices. The Account Services Manager coordinates with RCEA's regulatory and legislative staff on policy matters related to rates, tariffs, and customer billing. The Account Services Manager may also participate in community events, supervise assigned staff, and/or perform related tasks as needed.

### Essential Functions and Responsibilities

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

- Serve as the main contact and maintain business relationships with RCEA's billing support service provider and PG&E representative(s) to ensure consistent and effective interaction with customers.
- Supervise development and integration between RCEA and PG&E of programs and services including, but not limited to:
  - Net Energy Metering and Net Billing Tariff
  - Bill design
  - Programs for customers with bill arrearages
  - Budget Billing Plan
  - Account-level opt-out
- Attend regular meetings with PG&E to address any customer service needs and collaborate to implement solutions to needs of shared interest.
- Process RCEA electric rate changes and oversee resulting rate change work products.
- Track outstanding customer debt and report quarterly on customer debt; work with collections service provider(s) to collect on outstanding debt.
- Collaborate with statewide Community Choice Energy program staff to address shared issues.
- Provide training and materials on RCEA operations to RCEA and PG&E staff as-needed.
- Provide support to key account managers, including providing cost comparisons and program

guidance.

- Track opt-outs and respond to any customer issues that may be causing opt-outs; identify and implement solutions to increase customer retention and customer satisfaction with RCEA services
- Prepare and submit required regulatory filings.
- Identify and resolve high-level customer billing issues.
- Maintain rate models for cost comparison and other analytical purposes; provide data analysis support as needed.
- Track customer inquiries and ensure they are resolved in a timely manner by RCEA staff or partner organizations.
- Support the ongoing implementation of RCEA's Racial Justice Plan and actively engage in justice, equity, diversity, and inclusion efforts within the organization.

## 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, public administration, business administration, finance, environmental sciences, or related field.
- A minimum 5 years (7 years for Senior Manager designation) of increasingly responsible project management experience at an electric utility, municipal utility, a community choice aggregator, or in a closely related field (public sector experience is strongly desired).

Knowledge of:

- Electric utility rules, tariffs, bill design and terminology.
- Data management.
- Research, communication, and reporting tools.
- Principles and practices of customer energy management including solar and other renewable technologies, demand management, and energy conservation.
- Current business software programs, including customer relationship management (CRM) systems, MS Office, and other analysis, program, and budget tracking tools.

Ability to:

- Take responsibility and work independently, as well as coordinate collaborative efforts and achieve work goals with other staff.
- Convey complex information in a simple and understandable manner.
- Provide accurate, timely, and meaningful progress updates.
- Prepare high quality research, reports, and requests for proposals.
- Perform quantitative data and statistical analysis (including Levelized Cost of Energy and Net Present Value) and effectively communicate results to others.
- Effectively interpret and apply utility tariffs and rate schedules, contract language, and commercial agreements.
- Exercise sound judgment, creative problem solving, effective dispute resolution, and commercial awareness.
- Establish and maintain effective working relationships with persons encountered during the performance of duties, including customers, consultants, commercial partners, RCEA staff, and the RCEA Board of Directors.
- Understand, anticipate, and appreciate customer needs and concerns.
- 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. 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 are required.

## **Preferred Qualifications**

- Master's degree in a related field.
- Knowledge of RCEA programs.
- Prior experience working with public agencies and/or public utilities.
- Knowledge of public agency contracting and grant management and public agency governance procedures.
- 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.