



CLASSIFICATION TITLE: Energy Efficiency Coordinator	JOB NUMBER: 7052	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: Energy Services Director	PAY GRADE: 20	FLSA STATUS: Exempt

GENERAL SUMMARY

Performs advanced customer engagement and intermediate technical work and to develop and maintain Energy Services' energy efficiency, renewable energy, and related work as apparent or assigned. Work is performed under the limited supervision of the Energy Services Director (supervisor).

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Develops, implements and manages energy efficiency, renewable energy, and related customer incentive and loan programs consistent with the City's Strategic Leadership Plan and business requirements and in compliance with all state and federal regulations.
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- Maintains current knowledge of associated technology, equipment specifications and capabilities, customer engagement, and customer incentive principles.
- Conducts and interprets business case and technical analyses and reports to ensure programs are cost-effective and support the City's business and customer engagement objectives. Interprets customer, energy, and program data to understand trends and implement necessary changes.

- Maintains an extensive network and collaborates with staff from local and regional public power utilities, Bonneville Power Administration (BPA), Washington State agencies, and other stakeholder organizations. Participates in local and regional technical and policy forums to represent the City's business interests.
- Oversees agreements and contracts. Monitors consultant and contractor performance to ensure effective program results.
- Resolves escalated customer complaints and issues.
- Collaborates on program implementation with other City Departments.
- Maintains working knowledge of the Washington State energy laws, related policies and rules to support compliance.
- Responsible for energy efficiency-related state and federal reporting. Maintains processes, deliverables and schedule to ensure accurate reports are submitted on time.
- Ensures customer programs are represented in load and resource planning. Participates in developing conservation potential assessments, integrated resource plans, clean energy implementation plans, and clean energy action plans.
- Develops and implements program budgets and manages expenses.
- Plans and conducts energy-related education and outreach. Organizes and participates in local and regional activities. Assists with Energy Services communications including social media, website, news releases, and related media.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Electric utility business, marketing, and customer engagement principles and trends
- Energy efficiency and renewable energy equipment specifications and capabilities.
- Budget development and expense management.
- Research, analysis, and reporting for complex customer programs.
- Recordkeeping and document control principles, procedures, and techniques.
- Bonneville Power Administration and Washington State energy efficiency and renewable energy programs requirements.
- Applicable federal, state, and local laws, rules, codes, regulations, and requirements related to assigned activities including municipal and public electric utility governance, operations, policies, and objectives;
- Results-oriented principles, trends, and practices of effective leadership, collaboration, organizational effectiveness, and interpersonal relationships.
- Modern office practices, methods, procedures, software, and equipment.

Skills and abilities to:

- Organize and set priorities for complex projects to achieve effective results on time and within budget.
- Work independently with little or no direction. Use tact, initiative, prudence and independent judgment within general policy and procedural guidelines.
- Demonstrate effective interpersonal and customer service skills with emphasis on proactive conflict resolution.
- Conduct and interpret financial and technical data and analyses to understand trends and implement necessary changes. Prepare and present comprehensive customer programs and energy efficiency technical reports.
- Identify, develop, document, and implement effective work processes and procedures.
- Establish, maintain and foster positive, collaborative, results-oriented working relationships with those contacted in the course of work.
- Attend and participate in local and regional meetings.
- Communicate effectively both orally and in writing with a variety of audiences; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Operate a variety of modern office equipment and personal computers using standard or customized software application programs appropriate to assigned activities.

SPECIAL REQUIREMENTS

- Valid driver's license.

EDUCATION AND EXPERIENCE

Bachelor's degree with coursework in business, engineering, marketing or related field and three (3) years experience with emphasis in energy or renewable energy customer programs, or equivalent combination of education and experience.

COMPETENCIES**Foundational**

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class.

Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.

- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

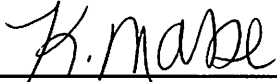
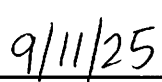
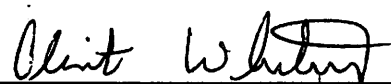
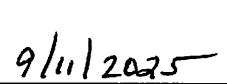

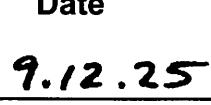
The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires regular and punctual attendance at the office or other assigned locations; occasional exertion of up to 25 pounds of force; work regularly requires standing, walking, sitting, and repetitive motions; work frequently requires speaking or hearing and using hands to finger, handle or feel; and occasionally requires climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms and pushing or pulling; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to outdoor weather conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

	
Human Resources Director	Date
	
Department Head	Date
	
City Manager or Authorized Designee	Date