



**Job Description:
Public Engagement Representative – Temp
Position**

Summary

The Public Engagement Representative works under direction of the Manager of Energy Account Services and is responsible for advancing Monterey Bay Community Power's (MBCP) strategic outreach and customer engagement efforts for the organization. This position will work collaboratively within a team environment to engage with a range of communities, stakeholders, and customer groups in the upcoming enrollments of 11 communities across San Luis Obispo and Santa Barbara Counties. The Public Engagement Representative will support the MBCP's Energy Public Engagement Associate to cultivate relationships and conduct strategic outreach with key stakeholders via professional networking, presentations at events, printed literature, web-based material, electronic correspondence, and virtual and/or verbal interactions. This position will also support the MBCP's Key Account Specialist and Energy Account Specialist in activities related to enrolling commercial and agricultural customers. This is an hourly non-benefited position with an estimated 1000 work hours over the next 12 months. This position will be located at MBCP's San Luis Obispo office but will be working remotely until January 1, 2021 or later.

Supervision Received/Exercised

This position reports to the Manger of Energy Account Services. No supervision is exercised.

Essential Duties and Responsibilities (including but not limited to):

- Support and assist in implementing community outreach efforts to enhance MBCP's 2021 enrollment of 11 new communities.
- Expand residential customer participation and enrollments in MBCP by email, virtual workshops, on-site visits, and direct calling.
- Support the delivery of presentations to various community groups, residential communities, local organizations, general public, and public agencies.
- Assist in public events (in-person or virtual) to distribute information about MBCP and interact with members of the public related to enrollment.
- Assist with the deployment of MBCP's specific outreach programs (farmworker and developing ambassador) within San Luis Obispo and Santa Barbara Counties
- Support and process purchase requests and necessary materials for MBCP events, memberships and sponsorships
- Other related duties as assigned.

Minimum Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Knowledge of:

- Central Coast and especially the local stakeholders in San Luis Obispo and Santa Barbara Counties.
- Customer Resource Management (CRM).

- Diverse communities, languages and cultures.
- Effective presentation methods.
- Event management and planning.
- Principles and practices of customer service.
- Modern office practices, methods, and computer equipment and applications related to the work.

Ability to:

- Learn the mechanics of a Community Choice Aggregation (CCA) and MBCP electric service options and customer programs.
- Manage multiple priorities and quickly adapt to changing priorities in a fast paced, dynamic environment.
- Demonstrate patience, tact, courtesy, and flexibility always; exercise sound judgment, creative problem solving, and commercial awareness.
- Develop high-quality writing and communication work products.
- Prepare and deliver clear oral and written communications and presentations using PowerPoint and other on-line video conferencing tools.
- Take responsibility and work independently, as well as coordinate team efforts.
- Work independently to resolve issues quickly and effectively.
- Effectively represent MBCP in meetings with governmental agencies, community groups, and various businesses, professional and regulatory organizations, and in meetings with individuals.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in situations which require a high degree of sensitivity, tact and diplomacy.
- Exercise appropriate judgment in answering questions and releasing information.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with staff at all levels of the organization.

Experience/Education

Any combination of education and experience that would provide the knowledge and abilities listed. A typical way to obtain the require qualifications would be:

A two-year degree or higher from an accredited college or university in communications, environmental planning or a related field **AND** one year of experience in community outreach, public relations and/or events management. Experience working in a public utility and/or a CCA program is desirable. Spanish speaking ability is highly desirable.

Licenses/Certificates:

Possession and continued maintenance of a valid class C California driver's license, automobile insurance and a safe driving record

Working Conditions

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. 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 up to 40 pounds. MBCP will make reasonable accommodation of the known physical or mental limitations of a qualified application with a disability upon request.

Date Revised: 7/29/2020

FLSA Status: Non-exempt

I have read this job description (or had it read to me) and I fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my department and if so, I will be required to perform such additional duties and responsibilities.

Employee Signature

Date