

Energy Accounts Specialist

Central Coast Community Energy (3CE) is looking for a dynamic individual with a passion for customer service, data, and advancing clean energy in our community. The Energy Accounts Specialist is part the Energy Accounts team, within the Communications & Outreach department, and will be responsible for account related issues, including customer service, business development, and energy data analytics. This position will work with Central Coast Community Energy's (3CE) major commercial, industrial, agricultural accounts, data management and call center vendors, Pacific Gas and Electric Company (PG&E), and Southern California Edison (SCE) to ensure customer satisfaction and retention.

Key Responsibilities:

- Primary point of contact for major commercial and agricultural accounts in the San Luis Obispo and Santa Barbara counties.
- Support 3CE's customer data analytics and customer resource management platform to ensure 3CE staff has strong and reliable analytics for customer engagement.
- Interface with 3CE's data management and call center provider and PG&E/SCE representatives to ensure consistent billing operations and positive interaction with customers.
- Support development and integration of 3CE and PG&E/SCE aimed at commercial and agricultural accounts (Net Energy Metering, Bill design and rate structures, Account-level opt outs).
- Analyze and provide customer support related to rates, rate schedules and Time-of-Use (TOU) as well as promote applicable 3CE energy programs.
- Identify, advocate for, and implement solutions to deficiencies in the service PG&E/SCE or others provide to 3CE's customers.
- Support and facilitate successful enrollment of customers in South Barbara County, Goleta, and Carpinteria in October 2021 as well as customers in Buellton enrolling in January 2021
- Identify and resolve high-level customer billing issues.

Minimum Qualifications: Any combination of education and experience that would provide the knowledge and abilities listed. A typical way to obtain the require qualifications would be: Education and experience equivalent to a bachelor's degree from an accredited college or university in science, technology, business, communications, or a related field. **AND** A minimum of two (2) years of progressively responsible in customer service, energy industry operations and/or commercial account management, or closely related field. A Master's degree in related field may be substituted for work experience.

Salary and Benefits: The salary is based upon qualifications and experience of the chosen candidate with a range from \$63,086 to \$105,144 annually. 3CE offers a range of employee benefits, including but are not limited to: 401(a) Retirement, Health Premium Contribution, Flexible Spending Account, Short- & Long-Term Disability, Life, Employee Assistance Program, Paid Time Off, and Paid Holidays, Cell Phone Stipend, Paid Family Leave of 12 weeks after one year of employment at 3CE.

HOW TO APPLY: To be considered for this exciting opportunity, please apply on our careers site here:

<https://3cenergy.org/careers/>

Deadline to Apply: Open until filled. Review of applicants will occur upon receipt and applicants are encouraged to apply early in the process.

Selection Process: The most qualified candidates will be invited to one or more interviews. Candidates will be advised of the status of the recruitment following finalist selection. If you require an accommodation during the selection process, please notify Mi Ra Park at mpark@3CE.org.

About Us: 3CE is a locally controlled public agency providing clean and renewable electricity to residents and businesses in 33 communities across the Central Coast comprising of Monterey, Santa Barbara, San Benito, and Santa Cruz Counties and certain cities in San Luis Obispo County. We are based on the proven local energy model called community choice aggregation (CCA) that partners with the invest owned utility (in our case PG&E and Southern California Edison) which continues to provide consolidated billing, power transmission and distribution, customer service and grid maintenance services.