



Account Services Business Analyst or Account Services Business Associate

Application Deadline: November 5, 2021

About East Bay Community Energy

East Bay Community Energy (EBCE) is the Community Choice energy service provider for customer accounts across Alameda County and the City of Tracy. EBCE's charter is to provide its customers with low carbon, cost-effective electricity that integrates innovative energy products and maximizes local benefits through the development of local solutions, ranging from increasing access to rooftop solar to supporting the adoption of electric vehicles.

We want creative problem solvers that are excited to work in an entrepreneurial environment and grow our organization! EBCE is committed to a diverse and inclusive workforce that is reflective of our service area's rich culture and communities.

POSITION SUMMARY

EBCE is seeking to hire a full-time **Account Services Business Analyst or Account Services Business Associate**, reporting to the Senior Manager, Account Services. EBCE is looking for candidates that will act as the primary point of contact for our largest customers and inform the development of services and programs for local businesses. This position will be the voice of business customers within our organization.

The Account Services Business Analyst or Associate will support the work of EBCE by:

- Acting as the primary contact and internal voice of our largest customers
- Developing engaging relationships with business customers that promote participation in energy programs
- Create innovative product ideas and develop new opportunities for engagement with commercial customers

- **Culture:** EBCE fosters a culture of open communication, responsibility, curiosity, accountability, teamwork, and care. As a small team, cultural fit is key to individual and team success. We welcome a diversity of experiences and perspectives.
- **Start date:** The application is open until November 5, 2021 at 5 PM. Candidates should send application materials to jobs@ebce.org with the job title in the subject line.
- **Location:** This position will be based in EBCE headquarters in Oakland, near BART; however, currently, this position is temporarily remote.
- **Employment:** As an equal opportunity employer, we are committed to diversity, equity, and inclusion and strongly encourage people of color, women, those who identify as LGBTQ+, non-binary individuals, and those with disabilities to apply.
- **Compensation:** Competitive compensation package offered, based on candidate experience. A business **analyst** salary ranges from \$82,000-\$110,000. A business **associate** salary ranges from \$107,000-\$131,000.
- **Benefits:** EBCE offers a generous benefits package including
 - Individual, family and domestic partner health insurance (medical, dental, vision)

- Life and AD&D, EAP, STD, and LTD
- Retirement with Employer Matching
- Paid Time Off and Holidays
- Flexible Spending Accounts (health and dependent care accounts)

POSITION DETAILS

Essential Duties and Responsibilities:

- Customer Engagement
 - Represent the voice of business customers within our organization from the perspective of our largest customers
 - Identify commercial customer concerns and needs, synthesize information into potential program solutions, report learnings to EBCE's programs and executive team
 - Develop and deploy informational campaigns related to policies and programs that impact or benefit business customers
 - Support 50,000 small and medium businesses throughout our service territory through information sharing with local chambers of commerce and other channel partners
 - Establish relationships with and serve as the point of contact for our largest customers
- Outreach
 - Represent EBCE at industry and business events (Chambers of Commerce, merchant associations, industry conventions, green business forums), conferences, and meetings
 - Organize and host business outreach events
- Account Management and Billing Operations
 - Work with billing operations team to resolve business customer billing issues
 - Complete data requests and analysis for largest customers

Minimum Qualifications:

- Analyst
 - Bachelor's degree or equivalent work experience
 - Three years of experience in a client-facing or customer success position or one year experience in the energy industry
- Associate
 - Bachelor's degree or equivalent work experience
 - Five years of experience in a client-facing or customer success position, at least three of those years in the energy industry
- Knowledge of and interest in:
 - Energy and utility trends in California
 - Community choice energy programs in California
 - Understanding of commercial and industrial customer attitudes, needs, and how these customers make energy decisions
- Ability to aggregate and analyze large volumes of customer-related data
- Ability to convey complex information in a simple and understandable manner
- Ability to work and speak effectively and comfortably before groups of customers, elected officials, and community organizations
- Manage multiple priorities, meet deadlines, and quickly adapt to changing priorities in a fast-paced dynamic environment

- Take responsibility and work independently
- Demonstrate patience, tact, and courtesy; exercise sound judgment, creative problem solving, effective dispute resolution, and commercial awareness
- Proficiency in use of Microsoft Office Suite including Excel, Word, PowerPoint
- Proficiency in Salesforce
- Have a basic understanding of utility billing

Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. EBCE is committed to reasonably accommodate an applicant for known physical or mental disabilities so that the applicant may participate in the application process. EBCE will engage in a timely, good-faith interactive process with any employee with a known physical or mental disability to identify potential reasonable accommodations, if any, to enable the employee to perform the essential functions of their position.

- General office environment is primarily sedentary work which requires the following physical activities: standing, sitting, walking, reaching, lifting, finger dexterity, grasping, repetitive motions, talking, hearing and visual acuity.
- The employee must occasionally lift and/or move up to 10 pounds.
- Exposure to CRT is frequent, on a daily basis.
- The noise level is usually moderate.

Licenses/Certificates

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.

Submission Requirements

Applicants must submit a cover letter outlining key qualifications, reasons for your interest and responses to the questions below along with current resume. Please email these documents and any questions to: jobs@ebce.org by 5 PM on Friday, November 5, 2021.

Applicant questions:

1. *What is the difference between demand and usage?*
2. *Can you share one business benefit a commercial entity might receive as an EBCE customer?*

Working at East Bay Community Energy

EBCE is committed to complying with applicable laws, including the Americans with Disability Act and Fair Employment and Housing Act, ensuring equal employment opportunities to qualified individuals with a disability. EBCE prohibits unlawful discrimination based on age, sex or gender (including pregnancy, childbirth, breastfeeding or related medical conditions), genetic information or characteristics, gender identity, gender expression, race, color, ancestry, national origin, religion, creed, marital status, military or veteran status, sexual orientation, physical or mental disability, medical condition, or on any other basis prohibited by federal, state, or local laws.

The information contained herein has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job. The information also does not constitute either an expressed or implied contract, and these provisions are subject to change.