



## Marketing & Account Services (MAS) Coordinator

*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 **Marketing & Account Services (MAS) Coordinator**, reporting into the Public Engagement Manager. This role will provide support for two functions of the MAS team: public engagement and account services.

- **Culture:** EBCE fosters a culture of open communication, responsibility, curiosity, accountability, teamwork, and care. We welcome a diversity of experiences and perspectives.
- **Start date:** The application is open until Friday, November 5, 2021 at 5 PM. Candidates should send application materials to [jobs@ebce.org](mailto: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 coordinator salary ranges from \$63,000-\$81,600.
- **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:**

- Public Engagement Support
  - Attend local government meetings as EBCE representative, including city council meetings and emergency response meetings
  - Provide scheduling and logistical support for regular meetings of local government staff
  - Respond to local government staff administrative inquiries

- Support activities of the Community Advisory Committee
- Complete data analysis for local governments upon request
- Account Services Support
  - Respond to general information emails
  - First line of service for customer in-person visits
  - Bi-weekly tracking and management of customer enrollment notifications
  - Customer payment support
- Other duties as required.

**Minimum Qualifications:**

- Bachelor's degree with minimum 1 year of work experience, **or**
- Relevant Associate's degree with 3 years of work experience, **or**
- High School degree or equivalent with 5 years of work experience
- Interest in the energy sector and delivering an excellent customer/client experience
- Convey complex information in a simple and understandable manner
- Ability to identify issues and clearly communicate the context and potential solutions to direct supervisor
- Manage multiple priorities, meet deadlines, and adapt to changing priorities in a fast-paced dynamic environment
- Demonstrate patience, tact, and courtesy; exercise sound judgment, creative problem solving, and effective dispute resolution
- Proficiency in use of Microsoft Office Suite including Excel, Word, PowerPoint, and Adobe Acrobat

**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 and reasons for your interest and current resume. Please email these documents and any questions to: [jobs@ebce.org](mailto:jobs@ebce.org) by 5 PM on Friday, November 5, 2021.

**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.*