



Connected Communities Manager

Application Deadline: June 20, 2022

About East Bay Community Energy

East Bay Community Energy (EBCE) is the Community Choice energy service provider for approximately 650,000 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.

Culture and Commitment to Diversity

EBCE believes in a vibrant culture that supports and nurtures a workplace that offers every individual the opportunity to attain professional goals and contribute to accomplishing our mission. We foster a culture of open communication, responsibility, curiosity, accountability, and teamwork. We want creative problem solvers that are excited to work in an entrepreneurial environment and grow our organization!

As an equal opportunity employer, we are committed to diversity, equity, and inclusion. We are committed to a diverse and inclusive workforce that is reflective of our service area's rich culture and communities. We welcome a diversity of experiences, perspectives, and skills.

We strongly encourage people of all characteristics to apply and prohibits unlawful discrimination and harassment of any type based on age, religion, color, gender identity or expression, race, ancestry, or national origin, religion or creed, marital status, military or veteran status, sexual orientation, genetic information or characteristics, and those with disability as protected by federal, state, and local laws.

Position Summary

EBCE is seeking to hire a **Connected Communities Manager**, reporting to the Senior Manager/Director of Account Services on the Marketing and Account Services team. This position will oversee EBCE's Connected Communities work – programmatic and rate-related efforts aimed at implementing solutions to utility debt and disconnections and supporting disadvantaged and underserved populations within our service territory. This position requires strong collaboration, organization, and project management skills. It also requires a technical understanding of energy use, utility billing, and related regulatory policies. We are looking for someone who is highly organized, has strong attention to detail, and can coordinate and manage activities across multiple projects.

Position Details

Essential Duties and Responsibilities

Program Management: Lifecycle project management of utility debt repayment plans, green tariffs, and customer cost-reduction programs. Efforts may begin at participation in regulatory working groups with the California Public Utilities Commission or the State, continue to initial program design and internal implementation, and finally result in internal and external reporting - plus additional responsibilities as necessary to manage relevant programs.

- Programs include, but are not limited to, EBCE Solar Discount (DAC-GT), EBCE Community Solar Discount (CS-GT), Percentage of Income Payment Plan (PIPP), Arrearage Management Program (AMP), and others.



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- **Cross-Functional Coordination:** Work with interdisciplinary teams and external partners to implement programs. Coordination may include, but is not limited to, work with Local Development programs, Data and Analytics, customer communications, community-based organization outreach, and regulatory policy collaboration.
- **Internal and External Reporting:** Develop reporting requirements with appropriate program metrics and partner with the internal Data and Analytics team to implement. Partner with internal regulatory team to respond to program-specific Advice Letters, Proposed Decisions, and facilitate required reporting.

Minimum Qualifications

- Bachelor's degree or equivalent work experience (Minimum of 5 years of experience in program or project management or utility billing operations)
- Be detail-oriented and organized
- Take responsibility, work independently, and think critically
- Demonstrate patience, tact, and courtesy in interactions with internal staff and external parties
- Have strong business awareness
- Other duties as required

Compensation and Benefits

The salary range for this position is \$141,258 to \$156,055. The exact compensation package offered will be dependent on candidate experience.

EBCE offers a generous benefits package which includes:

- 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)

Location and Working Conditions

This position will be based in EBCE headquarters in Oakland, near BART. *We are not providing relocation or sponsorships currently.*

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 dedicated to reasonably accommodate an applicant for known physical or mental disabilities so that the applicant may participate in the application process. We 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.
- The noise level is usually moderate.



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Licenses/Certificates

Possession and continued maintenance of a valid class C California driver's license or the ability to provide alternate transportation as approved by the CEO and a safe driving record.

Submission Requirements

Applicants must submit a cover letter outlining key qualifications and reasons for your interest and current resume including education. Please email these documents and any questions to:

jobs@ebce.org by 5 PM on June 20, 2022.

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.