



## OPEN POSITION ANNOUNCEMENT!

### Account Services Analyst

Open until filled. Posted 5/10/2023

*San Diego County – hybrid work schedule set by SDCP*

**About the role:** San Diego Community Power (SDCP) seeks an experienced community- and customer-focused professional to join our growing team as an Account Services Analyst. This is a unique opportunity to use both technical and people-oriented skills sets. Under supervision of Director of Data Analytics & Account Services, the Account Services Analyst will be responsible for advancing San Diego Community Power's (SDCP) customer engagement efforts while using data and customer information to address customer needs while improving customer experience by handling complex inquiries and improving systems to anticipate potential customer billing issues and triage before they become systematic. For the technical aspects of the role, knowledge of utility bills, rate components, application of rates to customer electricity usage as well as customer utility and CCA programs is highly desirable. This position will work collaboratively within a team environment and engage various customer groups across the seven member agencies served by SDCP (La Mesa, Chula Vista, San Diego, Imperial Beach, Encinitas, National City and Unincorporated San Diego County).

The Account Services Analyst will support SDCP by analyzing customer energy-usage data and bills, cultivating relationships with various stakeholders via professional networking, presentations at events, web-based material, electronic correspondence, and virtual and/or verbal interactions, and by utilizing SDCP's Customer Resource Management (CRM) system. This position will also support SDCP's Key Accounts Manager in activities related to enrollment and retention of Key Accounts.

### WHO IS SAN DIEGO COMMUNITY POWER?

San Diego Community Power is a community-owned organization that provides affordable clean energy and invests in the community to create an equitable and sustainable future for the San Diego region. We aim to be a global leader, inspiring innovative solutions to climate change by powering our communities with 100% clean affordable energy while prioritizing equity, sustainability, and high-quality jobs. We are a values-led, mission driven organization grounded in Justice/Equity/Diversity/Inclusion (JEDI), Impact, Integrity, Innovation, Servant Leadership, and Togetherness.

### OUR HISTORY

San Diego Community Power was formed in 2019 as a public, not-for-profit community choice aggregator (CCA) in the San Diego region. We began electric service in 2021 and serve five member agencies: San Diego, Chula Vista, Encinitas, La Mesa and Imperial Beach, with the unincorporated communities of the County of San Diego and the City of National City joining in 2023. SDCP was formed to bring local control and customer choice to San Diego while also providing clean and renewable energy at competitive rates. By the end of 2023, SDCP will provide electricity for half the electric load in San Diego Gas and Electric's service territory and will be the second largest CCA in California. For more information, please visit [SDCommunityPower.org](http://SDCommunityPower.org).

## COMMITMENT TO DIVERSITY

At SDCP, we value diversity and are committed to creating an inclusive environment for all employees. We represent a diverse customer base and intend to hire employees that reflect our communities. We provide equal employment opportunities to all applicants for employment and prohibit discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

## ESSENTIAL DUTIES AND PRIMARY RESPONSIBILITIES

- Work collaboratively with the Account Services Team to respond to customer needs in a timely and professional manner
- Properly evaluate customer concerns, feedback, or complaints, using best judgement on when to elevate issues to management
- Proactively perform data analysis, bill/rate comparisons and research for specific customers or customer groups utilizing CRM and Excel
- Build relationships with customers and provide top quality customer service
- Serve as a contact for escalation of customer service and process issues with SDCP's back-office service provider and San Diego Gas & Electric (SDG&E)
- Respond to and resolve customer complaints submitted to the California Public Utilities Commission and the Better Business Bureau.
- Track key performance indicators and other metrics, as needed, to quantify the success of customer retention, and prepare reports for management
- Maintain and update Contact center scripts and talking points as well as supporting Contact center operations
- Other related duties as assigned

## KNOWLEDGE, SKILLS AND ABILITIES

- Community Choice Aggregation structure and organizations
- Customer Resource Management (CRM)
- Diverse communities, languages, and cultures
- Effective presentation methods
- Principles and practices of customer service
- Modern office practices, methods, and computer equipment and applications related to the work
- Understand the mechanics of a Community Choice Aggregation (CCA) and SDCP 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 SDCP 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

## QUALIFICATIONS, EDUCATION AND EXPERIENCE

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

2year associate degree with 3-5 years of relevant experience or;

A four-year degree or higher from an accredited college or university in communications, environmental planning, business, or a related field AND one year of experience in community outreach or customer service facing role with a technical component. Experience working in a public utility and/or a CCA program is desirable.

Bilingual in English/Spanish is highly desirable.

## WORK ENVIROMENT & CONDITIONS

Prolonged periods sitting at a desk and working on a computer. The position requires occasional carrying, lifting and/or moving objects up to 15 pounds. Occasional local travel required and reliable transportation to be able to attend SDCP events, meetings, and workshops as needed is expected.

At SDCP we work in the communities we serve and in the office. SDCP works to ensure a safe and healthy workplace for employees and in our communities. SDCP requires employees to be fully vaccinated for COVID-19.

*This job description may not be inclusive of all assigned duties, responsibilities, or aspects of the job described, and may be amended at the discretion of SDCP as needed.*

### Compensation:

**Salary Range:** The position salary range is: **\$82,200 to \$106,000; with exact compensation to be determined by SDCP, depending upon experience.**

**Benefits:** Standard benefits package including but not limited to:

**Insurance:** SDCP offers group health benefits, including medical, vision, and dental insurance, for eligible FT employees. SDCP provides health subsidy support towards the employee elected coverage. Also provided is a \$100,000 Life & AD&D policy, STD and LTD coverage that is 100% paid by SDCP.

**Retirement:** SDCP offers a 457(b) plan for employee contributions and contributes 10% of eligible compensation to the employee's Money Purchase Plan.

**Paid Time Off:** 11 holidays per year + paid winter holiday (*between 12/24-12/31*), 160 hours of accrued paid time off per year (*increases with time in service*), and 96 hours per year of accrued paid sick leave.

### How To Apply:

Applicants must submit their resume, cover letter, and references using the "Apply today" functionality on our Career Opportunities webpage at:

[SDCommunityPower.org/about/career-opportunities](https://sdcommunitypower.org/about/career-opportunities)

**SAN DIEGO COMMUNITY POWER IS AN EQUAL EMPLOYMENT OPPORTUNITY (EEO) AND AMERICAN DISABILITES ACT (ADA) EMPLOYER**