



OPEN POSITION ANNOUNCEMENT!

Key Account Services Manager

Open until filled. Posted 10/5/2023

San Diego County – hybrid work schedule set by SDCP



About the role: San Diego Community Power (SDCP) is seeking a dedicated and personable Key Account Services Manager who will be responsible for managing relationships with SDCP's largest nonresidential customers and introducing those customers to SDCP's unique program and rate offerings as well as general benefits of our community choice program. The Key Accounts Services Manager will report directly to SDCP's Director of Data Analytics & Account Services. This role entails understanding of customers' energy needs, developing strategies for customers to minimize costs, enhance their greenhouse gas emissions (GHG) reduction goals and working with the SDCP account services, communications, rates, procurement, government affairs and program teams to develop innovative offerings based on feedback and need from customers. The Account Services Manager must be adept at building relationships with customers while working in a rapidly evolving market environment.

In the role of Key Account Services Manager, SDCP is seeking an experienced, customer-focused professional with strong communication and interpersonal skills with aptitude in building relationships with professionals of all organizational types and levels to join our growing team. This is a rewarding opportunity to play a key role in restructuring San Diego's energy market to rapidly reduce GHG emissions and provide local choice in energy supply and services.

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 culture is built on open communication, accountability, and curiosity. We are a growing team whose key premise is trust, collaboration, and connection with each other and the communities we serve. We are responsive and work smart to achieve high goals.

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, County of San Diego, and National City. 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 nearly 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.

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 hope 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

- **Key Accounts:** Establish relationships with and serve as point of contact and internal advocate for major and key energy users and medium/large commercial and industrial customers, with an emphasis on customer retention and access to SDCP programs and services. Ensure maximum retention of commercial and industrial accounts within SDCP's territory.
- **Strategy:** Assist in developing an outreach strategy for key customers and participate in other strategic efforts for customer engagement. This would include recommendations for new rate structures, programs or projects.
- **Customer Engagement:** Manage SDCP communications to and relationships with key nonresidential customers through multiple channels, including direct engagement, in-person meetings, phone calls and email. Conduct customer follow-up as needed, including providing cost comparisons for strategic accounts.
- **Teamwork:** Collaborate with SDCP teams for communications; procurement; data analytics; finance; legislative, regulatory and government affairs; programs; and other departments to ensure key customers' issues are captured and contribute to the organization's mission and key performance indicators.
- **Rate & Program Development Support:** Be an internal customer advocate for the development of customer programs that will be responsive to customers' energy needs while advancing SDCP's mission. Stay informed and educated about current and upcoming rate structures and tariffs related to commercial, industrial, municipal and agricultural customers.
- **Board Relations:** Prepare and deliver effective staff reports and presentations for the SDCP Board and Board Committees.
- Other related duties as assigned.

PREFERRED EXPERIENCE AND ABILITIES

- Exceptional customer service skills.
- Effectively communicating complex rates and programs in a manner customers understand.
- Understanding of energy data including interval meter data, energy pricing data, and energy customer attributes.
- Data analysis using advanced Excel functions and/or BI applications.
- Proficiency in all Microsoft Office applications as well as customer relationship management software such as Microsoft 365 CRM, Salesforce or Gainsight.
- Being able to engage customers, understand their needs and solve problems.
- Having knowledge and existing relationships with the commercial and industrial business community in San Diego.
- Having a high tolerance for uncertainty but know how to bring things to resolution.
- Engaging with passionate stakeholders.
- A strong work ethic and being a self-starter.
- Anticipating any need for improvement in the relationship between SDCP and its key customers

Ability To:

- Prepare clear and comprehensive correspondence, reports, presentations, proposals, and conduct independent research and fact-finding assignments.
- Evaluate data to determine progress towards reaching agency goals.
- Effectively represent SDCP before the Board of Directors and Community Advisory Committee, as well as in public and internal meetings.
- Demonstrate sensitivity to and respect for the rights of individuals and differences in people's ethnic and cultural heritage, attitudes, beliefs, goals and interests.
- Promote teamwork, a positive work environment and collaborative problem solving.
- Work effectively under stressful situations involving tight deadlines.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Determine, develop and implement objectives, strategies, policies, procedures, work standards and internal controls to achieve SDCP's short and long-term customer participation rates in our program.
- Define problem areas and evaluate, recommend, and implement alternative solutions to complex customer issues and problems.
- Deal tactfully and maintain effective working and diplomatic relations with the Board of Directors, various levels of staff, the public, SDG&E, regulatory bodies, and representatives from governmental, industry, media, and other agencies.

PREFERRED QUALIFICATIONS, EDUCATION AND EXPERIENCE

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

Education and experience equivalent to a bachelor's degree from an accredited college or university in statistics, finance, communications, political science, sustainability, environmental science, mathematics, accounting, economics, business administration, or any other related field.

A master's degree in economics, statistics, applied math, business administration, data science, environmental science, sustainability or any other related field is desirable.

AND

A minimum of five (5) years of verifiable key account management work experience. Experience in CCA or electric utility space would be preferred.

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 25 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.

SDCP is an agency required to adopt and promulgate a Conflict-of-Interest Code ("COI"). The COI code requires employees in designated positions, including those identified under the interim disclosure process to file a Statement of Economic Interests (Form 700) on an annual basis. A Successful candidate accepting this position may be required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.

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: **\$121,190 - \$163,643; 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 pays 100% of health group benefits, including medical, vision, and dental insurance premiums for employees and dependents. 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

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