



OPEN POSITION ANNOUNCEMENT!

Account Services Analyst

Open until filled. Posted 07/10/2025

San Diego County – hybrid work schedule set by Community Power

About the role: Community Power is seeking an experienced, community- and customer-focused professional to join our team as an Account Services Analyst. This is a unique opportunity to use both technical and people-oriented skills sets. The Account Services Analyst will be responsible for advancing Community Power's customer service efforts while using data and customer information to address customer needs while improving customer experience. The Account Services Analyst will handle complex inquiries and improve processes to anticipate potential customer billing issues and triage before they become systematic. 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.

WHO IS SAN DIEGO COMMUNITY POWER?

Community Power is a community-driven, not-for-profit public agency providing cleaner energy to the San Diego region. Formed in 2019, Community Power is the second largest Community Choice Aggregator (CCA) in California, serving nearly 1 million customer accounts across its member agencies: the Cities of San Diego, Chula Vista, Encinitas, Imperial Beach, La Mesa and National City, as well as the unincorporated areas of San Diego County.

OUR HISTORY

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 now serve seven member agencies: the Cities of San Diego, Chula Vista, Encinitas, Imperial Beach, La Mesa and National City, as well as the unincorporated communities of San Diego County. Community Power was formed to bring local control and customer choice to San Diego while also providing clean and renewable energy at competitive rates. We are the second largest CCA in California, serving nearly 1 million customers. For more information, please visit SDCommunityPower.org.

COMMITMENT TO DIVERSITY

At Community Power, 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

- Evaluate, address, and resolve customer inquiries, concerns, feedback, and complaints, using best judgement on when to elevate issues to management.
- Respond to and resolve customer complaints submitted to the California Public Utilities Commission and the Better Business Bureau.
- Proactively perform data analyses, bill/rate comparisons, and any additional research for specific customers or customer groups to respond to questions or concerns utilizing CRM, Excel, and other internal tools and data sets.
- Act as a resource for internal Teams to make notable strides towards an improved customer experience for Community Power customer base.
- Serve as a contact for external partners and vendors including Community Power's mail house, Collections agency, and accountant, as well as a contact for escalation of customer service issues with SDGP's back-office service provider and San Diego Gas & Electric (SDG&E).
- Build relationships with customers and provide top quality customer service.
- Track key performance indicators (KPIs) and other metrics, as needed, to quantify the success of customer retention, and prepare reports for management.
- Support Contact Center operations through regular maintenance of and updates to Contact Center scripts and talking points.
- Conduct regular quality assurance reviews of Contact Center interactions to ensure customer satisfaction, and identify and address areas for improvement with Contact Center agents.
- Work collaboratively with the Account Services Team to respond to customer needs in a timely and professional manner.
- Build relationships with customers and provide top quality customer service in all tasks and responsibilities.
- Sufficiently follow standard processes related to customer operations and document any updates or enhancements to procedures.
- Other related duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

- Strong commitment to sustainability, community energy, and mission driven work.
- Demonstrated commitment to diversity, equity, and inclusion within the organization and in our communities to build accessibility and participation.
- Knowledge and basic understanding of the CCA business model.
- Knowledge and understanding of electricity billing mechanics and account processes.
- Establishment of effective and cooperative working relationships with customers, community partners, and interested stakeholders.
- Positive, collaborative, supportive team member excited to work with diverse teams and communities.
- Ability to work independently, apply strong organizational skills, and demonstrate goal-setting and self-management to support multiple assignments concurrently.
- Strong work ethic and comfortable taking responsibility, initiative, and working in a fast-paced environment.
- Strong communication abilities to write and present compellingly and clearly.
- Ability to take and provide critical feedback in constructive ways.
- Strong critical thinking skills, including a high tolerance for uncertainty and the ability to identify issues and propose solutions.
- Ability to act with integrity, professionalism, and confidentiality.
- Ability to comprehend and adhere to Community Power personnel policies.
- High proficiency with Microsoft Office Suite, Word, Excel and PowerPoint and ability to use virtual meeting applications.
- Experience working with office procedures and practices including correspondence etiquette, and operating office equipment, technology, and programs.

- Professional communications skills, in writing and verbally, as this role works in collaboration with staff and external San Diego Community Power contacts.
- Proficiency with Microsoft Office Suite, Word, Excel and PowerPoint and ability to use virtual meeting and calendaring applications.
- Ability to communicate and collaborate effectively with a variety of individuals representing diverse cultures, backgrounds, and languages to meet diverse teams and communities.
- Familiarity with local political, social, and economic landscape as well as San Diego regional stakeholders desired.
- Ability to travel to meetings, and community events locally in San Diego and environs to meet stakeholders. Must have access to reliable transportation, and if driving an automobile, a good driving record. San Diego Community Power reimburses mileage expense at the IRS mileage rate

QUALIFICATIONS, EDUCATION AND EXPERIENCE

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

A bachelor's degree or higher from an accredited college or university in business administration, human resources or a related field AND minimum of two to three (2-3) years of professional experience, preferably in energy analysis, billing and/or customer support. At least two (2) years of experience working in a public utility and/or a CCA program is desirable. Bilingual in English/Spanish is highly desirable.

WORK ENVIRONMENT & 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. Also, may require local travel to meet clients.

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

Community Power 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 Community Power as needed.

Compensation:

Salary Range: The position salary range is: \$84,900 - \$110,400; with exact compensation to be determined by Community Power, depending upon experience.

Benefits: Standard benefits package including but not limited to:

Insurance: Community Power offers group health benefits, including medical, vision, and dental insurance, for eligible FT employees. Community Power 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 Community Power.

Retirement: Community Power 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)

COMMUNITY POWER IS AN EQUAL EMPLOYMENT OPPORTUNITY (EEO) AND AMERICAN
DISABILITIES ACT (ADA) EMPLOYER