



OPEN POSITION ANNOUNCEMENT!

Key Account Services Analyst

Open until filled. Posted 07/10/2025

San Diego County – hybrid work schedule set by Community Power

About the role: The Key Accounts Services Analyst supports the Key Accounts Services Manager of San Diego Community Power to ensure the success and positive experience of key customers in our region. This role assumes responsibility for various aspects of customer engagement including providing timely solutions to key customer concerns, implementing and maintaining procedures to enhance operational processes, and proactively addressing customer needs to foster long-term and meaningful relationships with key customers. This role will collaborate closely with internal Teams across the organization and will directly engage with high-value clients to identify areas for improvement, resolve issues, and implement strategies that optimize service delivery.

This position reports to the Account Services Manager.

WHO IS 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 key customer concerns, feedback and complaints, using best judgement on when to elevate issues to management.
- Support Management in the development of clear and comprehensive correspondence, reports, presentations, and proposals for key customers.
- Serve as a primary contact for primary stakeholders.
- Conduct independent research and account investigation to support Key Account strategy and achieve strategic goals of key customers and Community Power.
- Identify opportunities to streamline and increase efficiency of processes and work independently to develop, propose, and implement updated methods.
- Proactively perform data analyses, bill/rate comparisons, and research for key customers or customer groups utilizing CRM, Power Choice Analytics, and Excel.
- Develop resources and processes for Management to support consistent and efficient outreach and communication with key customers.
- Track customer registration, aggregate customer questions, and work collaboratively across various internal Teams to ensure success of any external-facing events.
- Develop high-level talking points and reference guides to ensure Management and Executive Team have appropriate resources to answer key customer questions.
- Track key performance indicators (KPIs) and other metrics, as needed, to quantify the success of customer retention, and prepare reports for management.
- Support customer participation in CCA programs.
- Coordinate technical assistance and program onboarding for key accounts in collaboration with internal teams and third-party implementers.
- Other duties to be assigned as needed.

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 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 San Diego Community Power personnel policies.
- 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 that would provide the knowledge and abilities listed. Demonstrated customer facing or office administration skills and understanding of principles involving confidentiality, tact, and accountability. 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. Experience working in a public utility and/or a CCA program is desirable.

WORK ENVIRONMENT & CONDITIONS

Prolonged periods of 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 so reliable source of transportation is required. 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