



Job Description:

Customer Accounts and Programs Analyst

Summary

The Customer Accounts and Programs Analyst works under the direction of the Chief Customer Officer and has a wide range of responsibilities using analysis to support and advance Valley Clean Energy's (VCE's) strategic goals around customer satisfaction, decarbonization, and community engagement.

Job Description

The Customer Accounts and Programs Analyst works independently and within a team environment in analyzing customer usage data and bills, interacting with key customers regarding billing and account management, and performing data analysis to support the design, implementation, monitoring and evaluation of VCE's customer programs. The position supports a range of duties that support billing operations and customer programs. The incumbent may also participate in community events and build successful relationships with customers and stakeholders.

Essential Duties and Responsibilities

- Analyze customer energy usage and data, and directly interact via email, phone, and in person to best serve customers in billing operations and programs
- Work with staff, Community Advisory Committee (CAC) and VCE Board task groups to help implement and evaluate programs to reduce greenhouse gas emissions and serve VCE customers.
- Provide analysis for the design, implementation, monitoring and evaluation of customer programs
- Provide data and analysis to support marketing and promotional strategies to increase program participation and achieve program goals
- Prepare staff reports and presentations for the Board of Directors, the CAC, and the public as needed
- Provide expert support to the Chief Customer Officer and be a resource to other VCE staff, as it relates to supporting billing operations and customer programs
- Use data analytics to monitor and evaluate current trends to better inform marketing, programs, and focus groups
- Generate reports on customer enrollment, billing trends, and service metrics
- Perform other related duties and responsibilities as requested

Minimum Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Experience/Education

Any combination of education and experience that provides the knowledge and abilities listed. Typically, equivalent to a bachelor's degree from an accredited college or university in communications, public administration, finance, environmental planning, or a related field. Three years of experience in utility billing operations, program development, or data analysis. Experience working in a public utility and/or a Community Choice Energy program is strongly preferred, especially with knowledge of billing operations. Ability to speak both English and Spanish is desirable.

Knowledge of

- The Community Choice Aggregation (CCA) model; the California energy industry; and utility billing operations
- Yolo County and its stakeholders, including diverse communities and basic principles of environmental justice
- Advanced principles and practices of customer service and relationship building
- Microsoft Office Suite including Excel, Word, PowerPoint; CRM (Salesforce or Microsoft Dynamics)
- Customer programs acumen
- Effective presentation, outreach and engagement methods
- Experience in handling multiple projects simultaneously
- Excellent records/file management skills

Ability to

- Excel in written/verbal communications and data and billing analysis, and maintain effective working relationships with internal and external stakeholders
- Exercise sound judgment, professionalism and creative problem-solving skills
- Synthesize and communicate complex topics to technical and non-technical audiences
- Build relationships and interact with various committees, boards, businesses and the public
- Demonstrated ability to efficiently work independently on projects with limited input and oversight
- Ability to analyze and interpret data to enhance and improve VCE service and retain customers
- Make informed decisions based on VCE's strategic goals, policies, and regulatory compliance
- Work occasional weekends and evenings as necessary

Working Conditions

This position will be based at VCE's offices located in Yolo County. VCE is currently primarily remote but reserves the right to return staff to the office.

The physical demands described here are representative of those required for the position. Position requires sitting, walking, standing, bending, and twisting in the performance of daily activities. The position requires hand manipulation and repetitive hand movement and fine coordination in using a computer keyboard. The position requires near and far vision in reading reports and use of a computer. Acute hearing is required in supporting meetings and providing phone and in-person customer service. The position requires the ability to communicate clearly both verbally and in writing. The position occasionally requires lifting and/or moving objects up to 20 pounds. VCE will make reasonable accommodation of the known physical or mental limitations of a qualified application with a disability upon request.

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.

Compensation: Compensation for this position ranges from \$76,000-\$112,000 commensurate with experience. A full benefits package is also offered as part of salaried employment.

Equal Opportunity Employment: VCE is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, gender expression, national origin, age, protected veteran or disabled status, or genetic information.

Application Process: The position is open until it is filled. To be considered for this position, please submit a detailed cover letter, resume and three professional references to:

Human Resources
604 2nd Street
Davis CA 95616
Phone: 530-446-2750
Email: HR@valleycleanenergy.org

Resumes will be screened in relation to the criteria outlined. Candidates deemed to have the most relevant qualifications will proceed with the selection process which may include a written examination, oral interview, or a combination of the two.