

WATER | ENERGY | LIFE



PUBLIC UTILITIES

CITY OF RIVERSIDE
invites applications for the position of:
**UTILITIES SENIOR
PROGRAMS AND
SERVICES
REPRESENTATIVE**

SALARY: \$30.72 - \$41.19 Hourly
\$2,457.23 - \$3,294.92 Biweekly
\$63,888.00 - \$85,668.00 Annually

OPENING DATE: 05/17/18

CLOSING DATE: 06/03/18 11:59 PM

THE POSITION:

The **City of Riverside's Public Utilities Department** has one (1) vacancy for a **Utilities Senior Programs and Services Representative** position. This recruitment will be used to fill the current vacancy and establish an eligibility list for future vacancies in this classification.

Riverside Public Utilities (RPU) is an award-winning consumer-owned water and electric utility that has been providing efficient, reliable services throughout the City of Riverside since 1895. We are committed to providing the highest quality water and electric services at the lowest possible rates to benefit the community.

This position will serve in RPU's new Public Benefits and Customer Engagement Division, which is responsible for developing and implementing customer programs related to energy and water efficiency, demand response, distributed electric generation and storage, transportation electrification, communications and outreach, key account management, low-income support, grants, education and sponsorships. An ideal candidate for this position is someone who seeks new opportunities for leadership and high-level performance in a variety of areas requiring technical and professional expertise. Such areas include: developing, planning and implementing new water and energy efficiency and demand response programs; data analysis, monitoring and tracking of existing program effectiveness; managing programs that help integrate "grid-edge" technologies such as smart meters, electric vehicles and battery storage; answering high level inquiries and identifying proper procedures, programs and solutions to maintain regulatory compliance and meet customer needs; assisting customers with special needs, including key accounts and low/fixed income; providing oversight of Utility grant programs; and working closely with all facets of our customer base to provide the highest quality water and electric services and customer experience.

The **Utilities Senior Programs and Services Representative** plans and participates in

the activities of the Programs and Services section of the Public Benefits and Customer Engagement Division of RPU. This position also ensures growth objectives in the implementation and organization of programs, products, revenues and services beneficial to the Utility and the industrial, commercial and residential customers; markets the delivery of value added services and conservation programs for customers; provides responsible administrative support to the Utilities Public Benefits and Customer Engagement Manager; and performs related work as required.

WORK PERFORMED:

Typical duties may include, but are not limited to, the following:

- Perform liaison activities between industrial, commercial, and/or residential customers, the Utility, and other City departments.
- Recommend and assist in implementation and evaluation of goals, objectives, and practices for providing effective and efficient utility related customer programs and services.
- Recommend and implement approved policies, plans, and programs for the efficient use of energy and water resources.
- Direct the dissemination of information regarding utility activities, electric and water usage, conservation and programs, retail products and services, and related matters.
- Use and assist in the development of relevant software programs to assist in customer tracking and marketing.
- Draft clear and concise customer communications as required.
- Serve as the coordinator among Utilities technical staff and the customer regarding customer needs.
- Monitor and evaluate the response of the residential and business community to Utility services and programs.
- Assist in gathering appropriate market research relevant to the Utility and its customers.
- Identify, secure, and schedule programs with customers offered through alliance or sub contractor agreements.
- Assist in development of appropriate marketing, communication, and advertising programs for retail products, programs, and services.
- Help to develop and make community based presentations to interested consumer and business groups for customer education and business development.
- Manage, direct, coordinate, and train the work of any assigned support personnel.
- Participate in community groups pertaining to energy and facility related management.

QUALIFICATIONS:

Option I:

Education: Equivalent to a Bachelor's Degree from an accredited college or university with major work in public or business administration, marketing, resource management, economics, planning, or a related field.

Experience: Two years of responsible experience in marketing, customer service, energy or water conservation, and/or related products and services for an electric, water, or other utility. Management and/or supervisory experience is highly desirable.

Option II:

Education: A Master's degree from an accredited college or university with major work in public or business administration, marketing, resource management, economics, planning, or related field.

Experience: One year of responsible experience in marketing, customer service, energy or water conservation, and/or related products and services for an electric, water, or other utility agency. Management and/or supervisory experience is highly desirable.

Necessary Special Requirement:

Possession of, or ability to obtain, an appropriate, valid class "C" California Motor Vehicle Operator's License.

Highly Desired Qualifications:

- Fluent in Spanish
- Certified Energy Manager (CEM) and/or Water Use Efficiency Practitioner (WUEP), or other equivalent certification(s)

SELECTION PROCESS:

The selection process will begin with an employment application package screening, with the best qualified candidates being invited to participate further in the assessment process. This process may include any combination of written, performance, and oral assessments to evaluate job-related education, experience, knowledge, skills, and abilities. Those who successfully complete the selection process will be placed on the eligibility list for this classification.

IMPORTANT INFORMATION ON SCHEDULING ASSESSMENTS:

If you are selected to move forward in the assessment process, you may be required to self-schedule your appointment. You will be notified via email of your status and provided with self-scheduling instructions. Please check your email regularly following the closing date of this recruitment.

It is the responsibility of candidates with a disability requiring accommodation in the assessment process to contact the Human Resources Department in writing to request such accommodation prior to the closing date of this recruitment.

Appointment may be subject to the successful completion of a pre-employment background investigation, drug screen, and/or medical/physical examination.

NOTE: The City reserves the right to modify selection devices and test instruments in accordance with accepted legal, ethical, and professional standards. Candidates may reapply when there is a posting to establish an eligibility list.

EDUCATIONAL REQUIREMENTS:

Proof of education listed in your application will be requested at the time of conditional offer. Acceptable documentation consists of transcripts or degree, if applicable, by the accredited U.S. college or university.

Education obtained outside the United States (US) require one of the following options:

- A. An equivalency statement from an evaluation company certified by the National Association of Credential Evaluation Services (NACES) at <http://www.naces.org/members.html> or the Association of International Credential Evaluators Inc. (AICE) at <http://aice-eval.org/members/>.
- B. An advanced-level degree from an accredited US college or university.

All applicants will be notified via e-mail or telephone of their application status and the assessment dates/times/locations after the closing date of this announcement.

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