

**CITY OF OBERLIN JOB DESCRIPTION**  
**Energy Services & Sustainability Initiatives Manager**

<b>Title:</b>	Energy Services & Sustainability Initiatives Manager	<b>Department:</b>	OMLPS/Electric Dept.
<b>Supervisor:</b>	Electric Director	<b>Positions Supervised:</b>	Project Specific
<b>Status:</b>	Full-time	<b>Civil Service Status:</b>	Classified/ Non-competitive
<b>FLSA Status:</b>	Exempt	<b>Exemption Category:</b>	Administrative
<b>Bargaining Unit:</b>	None	<b>Pay Grade:</b>	6
<b>Schedule:</b>	Regular business hours, evening meetings and other hours as needed.		

*This description is meant to represent a body of work typically performed in this position but does not necessarily represent all the duties which may be assigned to the incumbent in the position. The incumbent is responsible for performing miscellaneous duties as needed or assigned.*

**General Statement of Duties:** The Energy Services & Sustainability Initiatives Manager will develop, manage and market a menu of energy services to build customer loyalty, promote goodwill, conserve energy, improve the environment, reduce energy costs and educate customers. The Energy Services & Sustainability Initiatives Manager promotes municipal utility identity as a locally-owned, locally-controlled utility with a sole mission of providing low-cost and high quality retail electric electricity and related energy services to its customers/owners. The Energy Services and Sustainability Initiatives Manager will be directly responsible for the monitoring and measurement of a City-wide sustainability program that incorporates sustainability into all aspects of City operations, and continually advances the City toward becoming more environmentally, socially and economically sustainable. The Energy Services and Sustainability Initiatives Manager will be directly responsible for the development and implementation of some initiatives, while supporting and assisting with sustainability initiatives in other departments. The Energy Services & Sustainability Initiatives Manager will coordinate and manage the City's local key accounts program and provide additional support to the Electric Director as needed or assigned.

The Energy Services & Sustainability Initiatives Manager shall function with a high degree of independence. He/she shall utilize sound professional judgment, demonstrate planning and organizational skills to establish and manage priorities, programs and staff for his/her functional area. The Energy Services & Sustainability Initiatives Manager shall be committed to the mission, vision and values of the City and demonstrate ethical conduct, community stewardship, individual initiative and responsive service. The Energy Services & Sustainability Initiatives Manager shall demonstrate effective performance through clear, concise communication; collaboration; proper allocation and utilization of resources; sound decision-making; personal accountability; and responsibility.

**Minimum Qualifications:** Requires a bachelor's degree in business administration, marketing or related discipline from an accredited college. Certification as Business Energy Professional (BEP) and Certified Energy Manager (CEM) preferred. Five (5) years of previous experience in the electric utility industry preferably the energy services field or related position, or an equivalent combination of education and experience which provides the skills and abilities necessary to perform the job. The position requires a valid state of Ohio driver's license. An individual who poses a direct threat to himself/herself or others in the workplace will be deemed not qualified for this position.

## **Primary Job duties:**

### **1. Key Accounts**

- Develop, coordinate and administer a “Key Accounts Program”
- Develop and strengthen relationships with major load customers
- Interview (visit) key account customers, at least annually, to access their short-term and long-term electric service requirements and associated service needs.
- Take pro-active measures in maintaining and sustaining load growth in a competitive environment
- Develop and implement new products and services, business attraction/retention programs, analyze potential markets and develop marketing strategies in conjunction with Planning and Development Department

### **2. Energy Services and Marketing**

- Develop, manage and market a menu of energy services to residential, commercial, and institutional customers.
- Coordinate and manage various customer and energy services offered through outside organizations, partnerships and associations.
- Promote and market identity as a municipal utility provider, focusing on advantages and benefits to build customer loyalty and promote customer-owned municipal (local ownership/local control) strengths and benefits
- Develops customer surveys to measure satisfaction with existing services, and to solicit customer opinions and preferences regarding services they would like the utility to offer in the future.

### **3. Sustainability**

- Plan, coordinate and facilitate inter-departmental city-wide sustainability initiatives, action plans and programs (ex: Climate Action Plan, carbon reduction initiatives, etc.).
- Establish and maintain tracking methods for measuring performance objectives resulting from various sustainability efforts.
- Participate in various local government sustainability organizations that support and enrich City’s sustainability goals.
- Develop and present educational information for the public on sustainability related topics and serve as liaison to businesses, schools and community groups to promote sustainability.
- Research, prepare and present reports related to sustainability efforts as required.

### **4. Utility Operations Support**

- Provides management and coordination support for special utility projects.
- Handle, coordinate and arrange for the transfer of electric service from neighboring utilities to OMLPS.
- Work closely with the City Manager, Electric Director, Director of Planning and Development and other city employees to aid their efforts as it relates to electric issues.
- Interprets policies to general public and citizen groups.
- Performs related work as required and as assigned.

### **5. Supervision**

- As authorized by the Electric Director, provides direct supervision to full-time OMLPS staff during special projects:  
(1) Determines work priorities and schedules; assigns projects/tasks to division staff.

(2) Monitors performance of division employees.

**6. Electric Director Support**

- Assists Director in reviewing, developing and implementing OMLPS policies, procedures and standards as it relates to customer services and relations.
- Assists Director in developing short-term and long-term plans for OMLPS programs, projects and budgets.
- Responds to requests for information about City services and takes appropriate actions to resolve issues.
- Assist Electric Director on daily operations of department and attend meetings to represent Electric Director as directed.
- Monitors and ensures compliance of divisional operations with relevant local, state and federal regulations.


**Required Knowledge, Skills and Abilities:**

- Knowledge of basic management techniques
- Well-organized in order to administer a myriad of activities simultaneously
- Excellent leadership, communications, math and interpersonal skills
- Demonstrated proficiency in public relations, which includes municipal utility, customer relations, and community services
- Knowledge of building construction and systems (HVAC, electrical, plumbing, structural)
- Knowledge of local government practices and procedures including public sector procurement
- Knowledge of local, state and federal regulations and basic safety principals and practices, including OSHA regulations, pertaining to municipal electric systems
- Ability to read maps, blueprints, construction plans and specifications
- Ability to establish and maintain effective work relationships with supervisor, co-workers, employees, City officials and the public
- Ability to research, collate and present information effectively, in both verbal and written forms
- Ability to investigate, analyze and effectively resolve problems and conflicts
- Ability to multi-task and perform with evolving priorities
- Ability to maintain confidentiality and handle sensitive issues with discretion and sound judgment

**Work Environment and Equipment Utilized:** Standard office equipment is utilized routinely in the job, and the work is performed both in a typical office environment with adequate lighting, ventilation and temperature controls and in the field, where the employee may be exposed to extreme conditions of weather, sound, odors and other unpleasant conditions and hazards.

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Employee Signature/Date

 10/05/09  
\_\_\_\_\_  
Human Resources Signature/Date

 9/2/10  
\_\_\_\_\_  
Appointing Authority Signature/Date

 9-17-10  
\_\_\_\_\_  
Supervisor Signature/Date

 9/1/10  
\_\_\_\_\_  
Law Director Signature/Date

Approved by City Council 10/05/09