

Job Synopsis

Job Title: Program Manager, Energy Solutions
Department: Member Services and Energy Solutions

FLSA Status: Salaried/ Exempt
Salary Range: \$72,500 - \$84,500

Job Purpose

The Energy Solutions Program Manager is responsible for managing the design, development, and implementation of Trico's sustainable energy programs. This position administers existing programs and develops new innovative programs that promote Trico's strategic goals. The role requires a technical background and project management skills to ensure the successful delivery of sustainable energy solutions.

Essential Functions

1. Leads the development, implementation, and administration of Trico's sustainable energy programs for both residential and commercial members.
2. Develops recommendations on strategy and policy for sustainable energy program design and rates.
3. Utilizes knowledge of renewable energy technologies to oversee and grow Trico's existing sustainable energy programs, including tracking and processing program applications, design review, and coordinating final inspection using Trico's online application system, PowerClerk.
4. Provides technical guidance and leadership to project teams, ensuring that projects are delivered on time and to the highest quality standards. This includes reviewing technical specifications, drawings, and calculations; conducting site visits and inspections; and troubleshooting technical issues.
5. Leads research and analysis of sustainable energy program solutions including customer segmentation, technical feasibility, risk factors, business partners, regulatory strategy, and cost effectiveness.
6. Develops educational content for members on sustainable energy programs.
7. Works closely with corporate planning, marketing and communications, regulatory, member services, finance and accounting, and economic and strategic account departments to recruit members into Trico's sustainable energy programs.
8. Monitors and tracks local, state and federal policies, incentives and grant opportunities related to Trico's sustainable energy programs.
9. Provides project management and oversees vendor selection, manages vendor networks, and monitors vendors' contract performance and compliance.
10. Provides budget development and cost tracking.
11. Maintains comprehensive reports of forecasts, key performance indicators and metrics.
12. Maintains understanding of Trico's interconnection requirements, rules and regulations, and current tariffs.
13. Analyzes data for regulatory compliance and reporting and internal tracking; makes recommendations and implements changes regarding process improvements to ensure project and process effectiveness.
14. Attends and represents the Cooperative at other utilities, service organizations, various media, public or governmental committees and agencies.
15. Answers phone and email questions from members and contractors regarding sustainable energy programs.
16. Performs other duties as required and/or assigned.

Competencies

Organizational Competencies

- Communication
- Cooperation & Teamwork
- Customer/Member Focus
- Safety Orientation

Job Competencies

- Analytical Understanding
- Creativity
- Initiative
- Relationship Building

Minimum Qualifications

1. A Bachelor's Degree in an applicable field. Three to five years of direct customer service and sustainable energy program management experience in lieu of education.
2. Proven experience in sustainable energy program management or a related field.
3. Strong understanding of renewable energy technologies and energy efficiency practices.
4. Demonstrates the ability to influence and inspire others, model Trico's core values (Service, Dependability, Innovation, Integrity), and foster a culture of accountability and inclusivity.
5. Makes decisions with limited supervision. Demonstrates an ability to think critically, solve problems, improve processes, make recommendations, and create efficiencies.
6. Excellent Microsoft Office Suite skills (including PowerPoint, Excel, Word, Outlook).
7. Strong written and oral communication skills, analytical and problem-solving skills.
8. Creates positive working relationships with members, program service providers, state agencies and electric utilities.
9. Strong math skills and ability to explain bill calculations, monthly usage, and seasonal differences.
10. Must be able to work evenings and weekends as needed.

Preferred Qualifications

1. Project Management Professional (PMP) Certification.
2. Experience with NISC's iVue Customer Information System.
3. Certified Energy Manager (CEM) Certification.

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of the job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position is performed in a professional office environment. This position routinely uses standard office equipment such as computers, phones, and copiers/scanners. This position is sedentary but will require the ability to move about the office to access files and/or equipment. Must be able to carry and lift up to 15 pounds.

Statements included in this job description are intended to describe the general nature and level of work performed by the employee(s) assigned to the job. The statements are not intended to be construed as an exhaustive list of responsibilities, duties and skills required. The employee(s) may be required to perform other duties as assigned.

Direct Reports

List by job title any positions to be supervised by the incumbent.

NONE

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