



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Energy and Conservation Services Manager
REPORTS TO: General Manager

STATUS: Exempt / Non-union
RANGE: 40

POSITION SUMMARY: The Energy and Conservation Services Manager's primary responsibility is to provide management and project oversight to effectively use the resources assigned to the Energy and Conservation Services department. This position is responsible for the conception, planning, analysis, promotion, implementation and evaluation of new services and efficiency programs that involve energy and water usage and management. Duties of the position will require interaction and coordination with other departments within SUB as well as with other agencies and organizations regionally and nationally. Other duties will include comprehensive engineering analysis for special projects, as well as assisting staff with commercial and residential weatherization projects on an as needed basis. Performs other duties as assigned.

MAJOR RESPONSIBILITIES

Essential Functions

1. Supports and models behavior to promote the Mission and Core Values of SUB to staff and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Leads by setting goals and objectives, clarifying the business purpose and helping to ensure SUB's goals, values and principles are adhered to within the assigned areas of responsibility.
4. Assumes fiscal responsibility by participating in the preparation of and operating within an approved annual budget for the department.
5. Controls the department operations by meeting with staff, through regular involvement in key projects and by gathering feedback from the General Manager.
6. Provides a positive, inspiring and motivating work environment for staff.
7. Takes responsibility for management of multiple concurrent projects, including: definition of tactics; apportionment of tasks among departmental staff and other non-departmental team members; monitoring progress; making course corrections as needed; and evaluating and reporting results.
8. Supports, coaches and counsels staff to ensure a productive and efficient team environment.
9. Documents personnel actions according to policies and procedures with the guidance of the HR Manager and supervisor.

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10. Conducts Performance Appraisals on schedule, as needed and/or required; monitors and evaluates employee performance; collaboratively establishes goals and performance improvement plans.
11. Plans and conducts orientation of new employees in coordination with the General Manager.
12. Promotes and supports on-going education and training of staff to ensure the highest quality performance standards to meet the changes in a dynamic utility industry.
13. Promotes and maintains open and effective communication with staff. Conducts regular and impromptu staff meetings to share information.
14. Develops new job descriptions as needed and reviews and updates current job descriptions annually.
15. Maintains confidentiality of organizational and staff information.
16. Recognizes contributions and celebrates small and big individual and team accomplishments.
17. Delegates challenging and meaningful responsibilities to staff to ensure their on-going development and success.
18. Oversees the operation of Residential, Commercial and Industrial energy and conservation services programs and activities, including quality review of field work, documentation, program rules and procedures and fiscal compliance.
19. Assumes responsibility for the study, planning, organization, implementation and evaluation of new programs, pilot programs and services to Residential, Commercial and Industrial customers as requested.
20. Initiates and maintains contact with industrial customers. Identifies and explains energy management opportunities within their plants, which may yield significant energy savings.
21. Coordinates meetings throughout the year with various Key accounts contacts, which may include working with customers and other SUB departments to resolve specific issues.
22. Coordinate site-specific verification metering for industrial projects; prepare and submit project proposals and completion reports to BPA.
23. For invoicing purposes, prepares and submits monthly reports through BPA's Planning Tracking and Reporting System.
24. Interacts with the General Manager and interprets the direction of the utility to employees in the Energy and Conservation Services department.
25. Provides cost effective conservation and demand side management programs that meet the needs of Springfield Utility Board's commercial, industrial and residential customers.

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26. Conducts analysis to determine economic and other benefits of alternative product and service options and present results via written reports and oral presentations.
27. Maintains personal competence and awareness of developments in relevant subject areas.
28. Reports regularly to management, accounting and other agencies.
29. Initiates and implements ideas for improvements in the operation of the department and the organization.
30. Responds appropriately to customer inquiries, complaints, suggestions and requests.
31. Effectively manages time on a regular basis to successfully carry out all responsibilities.
32. Maintains a safe working environment when in the office, working in the field or traveling on business. Identifies and strives to prevent and avoid unsafe work areas or conditions.
33. Manages the day-to-day operations of facilities management (custodial and maintenance).
34. Collaborates with the Energy Service Representative / Facility Coordinator on staffing needs related to facilities management.
35. Maintains a valid Oregon driver's license and maintains a good driving and safety record.
36. Maintains reliable and predictable attendance.

Marginal Functions

None

Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your supervisor will communicate these changes either formally or informally, verbally or in writing.

Attributes

SUB strives to promote a safe, positive and caring work environment. In addition to the above responsibilities, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB's Mission and Core Values
- Complying with safety practices and policies
- Being professional, honest, courteous and respectful to others in your conduct
- Being responsive to suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member

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- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

OTHERS SUPERVISED

- Energy Services Representative / Facilities Coordinator, Energy Services Representative, Customer Service Representative, Custodian, Maintenance Worker, Energy Services Intern

MINIMUM QUALIFICATIONS

Experience

- Five years of demand side management experience along with three years of managing a similar work group

Knowledge, Skills & Abilities

- Ability to lead and oversee the operation of Commercial and Industrial energy services programs and activities, including quality review of field work, documentation, program rules and procedures, and fiscal compliance
- Various demand side management strategies and technical applications, financial management and project management
- Develops awareness of issues in the department that affect the organization and employees
- Communicate effectively orally and in writing
- Establish and maintain effective and cooperative working relationships with employees, customers, contractors and vendors
- Flexibility to adapt to changing work priorities and department needs
- Proficient in the use of Microsoft Word, Excel and Access software
- Train staff to enhance competence in performing their tasks
- Ability to guide staff to work in an integrated fashion with other workgroups including: financial, marketing, electric and water operations, customer service and billing, energy management and maintenance functions
- Ability to work with different groups of people in productive teams

Education

- High school diploma or equivalent
- Bachelor's or Associate's degree in energy management or related field, or equivalent education and experience in related field

PHYSICAL AND MENTAL REQUIREMENTS

- **ALERTNESS & CONCENTRATION:** Maintains full alertness and concentration at all times.
- **ABILITY TO DEAL WITH STRESS:** Interacts well with co-workers, managers and the public. Ability to think and react quickly, calmly and professionally in a stressful situation.
- **VISION**
 - **Far visual acuity:** Sees adequately to drive a vehicle.
 - **Near visual acuity:** Reads small print on correspondence, reports, computer screens, labels and numerous other written documents.
 - **Peripheral vision/depth perception:** Maintains full field of vision in all directions to assess proximity to office furniture and building characteristics.
 - **Color vision:** Judges red, green and yellow traffic lights adequately to drive on highways.
- **HEARING:** Hears spoken conversation well in person, and while on the telephone, despite background noise from others in the room or other communication devices in use.
- **SPEECH:** Speaks loudly and clearly on the telephone and in person to be accurately understood at a distance of 10 feet.
- **STANDING:** Stands on the job varying periods of time depending on the activity.
- **SITTING:** Sits for up to 6 – 8 hours a day.
- **WORKER MOBILITY:** Can change positions frequently, in and out of office furniture.
- **WALKING:** Walks around office (sites). Total walking per shift varies according to assignments. Walking occurs on rugs, hard floors and some outside walking on asphalt.
- **LIFTING/CARRYING:** 0 – 10 pounds – often, 11 – 20 pounds – occasionally, 20+ pounds seldom. May carry boxes or supplies.
- **PUSHING/PULLING:** Pushing, pulling filing drawer cabinets, etc.
- **REACHING/HANDLING:** Writes and keyboards data, uses 10 key, does data entry, uses computer, lifts occasionally overhead for supplies
- **TWISTING:** Some twisting is required when lifting items or placing in other positions.
- **CLIMBING:** Climbs stairs at various site(s) for business.
- **CRAWLING:** May be required on occasion.

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- **ENVIRONMENTAL FACTORS:** Office environment. Limited exposure to outdoor environment.
- **PRODUCTS AND MATERIALS:** Toner for copier and printer. May be exposed to materials commonly used in building construction.
- **MACHINE, TOOLS AND EQUIPMENT:** Computer, copier, fax, typewriter and other office equipment.

Revised: May 1, 2017