Manager of Energy and Water Customer Services

Department: Energy Services and Water Services  
Salary Range: 54

Reports to: Energy Services Director and Water Services Director  
Supervises: Energy Usage Analyst, Data Collection Specialists

Position Summary
Administers activities requiring regular and direct contact with customers and prospective customers. Negotiates electric power sales. Keeps management advised of, and responsive to, consumer needs. Directs the promotion of utility services and energy conservation activities.

Essential Functions (Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. The list of tasks is illustrative only and is not a comprehensive listing of all functions and tasks performed by positions in this class.)

1. Engages and works with customers to develop efficiency measures for residential and commercial accounts.
2. Works with customers and other city departments as necessary to resolve customer concerns, high bill complaints or other issues related to providing a high level of customer support.
3. Obtains and reports accurate, timely, and meaningful energy or water efficiency information and other utility related information for use in resource planning and efficiency programs development.
4. Encourages, develops, and implements water or energy efficiency programs that meet departments’ and City goals and customer needs.
5. Develops, coordinates, implements, and maintains public education programs, including literature distribution, preparation of customer newsletters, presentations to community groups, and advertising campaigns.
6. Acts as a liaison with other departments, divisions, outside agencies, committees, or boards. Provides administrative support for department directors and represents them as instructed.
7. Compiles, maintains, and publishes various budgetary reports.
8. Overseas the completion and distribution of various statistical reports related to water or energy department.
9. Participates in general planning for Water Services or Energy Services Departments to provide better quality and more efficiency in the use of all resources.
10. Deals with sensitive and confidential information relating to the departments and the City.
11. Identifies needed projects and implements them. Manages projects as assigned by department directors.
12. Represents the department/City as member of various City or outside, boards or committees.
13. Writes and submits grant applications for various federal and state grant opportunities to secure funding for efficiency programs.
14. Acts as the media representative and manages social media outlets for the Water or Energy Departments.
15. Supervises employees referenced above, including directing activities, approving time cards and completing employee evaluations.
16. Performs other related duties as required.

**Typical Physical/Mental Demands/Working Conditions**
Office conditions with frequent field work which requires driving. Moderate exposure to heat, cold, dampness, and dust. Frequently required to stand, walk, talk, or hear. Occasionally required to use hands to finger, handle, feel, or operate objects, tools, or controls. Occasionally required to reach with hands and arms. Occasionally required to climb, balance, stoop, kneel, crouch, or crawl. Must frequently lift and/or move up to 25 pounds. Specific vision abilities include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus. Moderate exposure to stress as a result of human behavior.

**Qualifications**

**Education:** Bachelor of Business Administration or a Bachelor degree in an energy/water related field (energy conservation, water conservation, engineering, etc.).

**Experience:** Minimum of two (2) years full time experience in an energy/water conservation/efficiency program or related field; or a minimum of four (4) years full time experience in an energy/water utility management or supervisory position.

**Licenses and/or Certifications:** Must possess a valid driver license. A valid Utah Driver License must be obtained within 60 days of hire and be maintained throughout employment.

**Knowledge, Skills, and Abilities**

**Knowledge of:**
- Data analysis techniques, customer surveys, and energy/water conservation techniques and efficiency measures.
- Working knowledge of personal computer hardware and software (including word processing and spreadsheets) and effective internet utilization.

**Skills:**
- Effective verbal and written communication skills at a business level.

**Ability to:**
- Make effective presentations to large and small groups.
- Create effective working relationships with peers, subordinates, City management, and City council members, as well as with citizens, customers, and outside groups and agencies.