



## **Director of Customer Programs**

### **Who We Are**

[Clean Power Alliance](#) (CPA) is Southern California's locally operated community choice aggregation (CCA) electricity provider across 32 communities within Los Angeles and Ventura counties, providing clean renewable energy at competitive rates. CPA is the largest CCA in California and 5<sup>th</sup> largest electric load serving entity in the State, serving over three million residents and businesses through approximately one million customer accounts.

### **What You'll Do**

CPA is seeking an experienced, highly motivated and detail-oriented team member to lead the development and deployment of CPA's suite of customer programs.

The Director of Customer Programs will lead a team responsible for implementing customer programs in accordance with CPA's Local Programs Strategic Plan. The plan includes three broad local customer program categories: resiliency and grid management, transportation and building electrification, and local energy procurement. Across these three categories, CPA has identified seven program concepts that will be implemented with the leadership of the Director of Customer Programs.

This is a challenging opportunity to play a key role in restructuring Southern California's energy market to rapidly reduce greenhouse gas emissions and a more distributed energy future.

### **Who You'll Work With**

The Director of Customer Programs will be a key member of CPA's leadership group, work under the supervision of the Chief Operating Officer, and manage a team of program managers to evaluate, design, and implement a variety of customer programs. The Director of Customer Programs will closely collaborate with staff from Power Planning & Procurement, External Affairs, Regulatory Affairs, Key Accounts, Finance, IT, and Law, as well as outside consultants, customers and industry leaders.

### **Commitment to Diversity**

At CPA, we value diversity and are committed to creating an inclusive environment for all employees. We represent a diverse customer base and intend to hire employees that reflect our communities. Clean Power Alliance provides equal employment opportunities to all applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

### **Culture**

CPA fosters a culture of open communication, responsibility, and intellectual curiosity. As a small team building the largest CCA in California, high levels of trust, collaboration, and mission alignment are key. We value transparency, responsiveness, and innovation.

### **Successful Candidates Must Demonstrate the Following Abilities:**

- Have a strong work ethic and be comfortable taking initiative/working in a fast paced, start-up environment
- Work well on diverse teams and with consultants and be highly collaborative
- Enjoy engaging with passionate internal and external stakeholders
- Be a strong communicator who can write compellingly and clearly
- Have a high tolerance for uncertainty but know how and when to bring things to resolution
- Have strong analytical skills and attention to detail
- Handle multiple priorities to meet deadlines and escalate key issues
- Be able to interpret and explain policies, procedures, and regulations

### Duties and Responsibilities

- **Program Design:** Lead design and launch of CPA's customer programs, in accordance with CPA's Local Programs Strategic Plan, while incorporating stakeholder input, industry best practices, and market trends to identify new program opportunities and ensure program success.
- **Project Management:** Support project implementation from planning stage through close-out, including managing multiple consultants and contracts, developing and adhering to budgets, and integrating projects into CPA's larger resource planning framework.
- **Marketing and Customer Acquisition:** Lead activities to recruit customers to participate in customer programs and coordinate with CPA's marketing and community outreach team to publicize program opportunities.
- **Measurement, Analytics, and Verification:** Develop indicators to measure program effectiveness, analyze program outcomes to modify implementation activities, and develop and implement verification protocols to support cost and environmental effectiveness claims.
- **Funding Acquisition:** Secure outside funding from local/regional/state funding sources to support and expand CPA's customer program portfolio, as needed.
- **Regulatory/Market Expertise:** Serve as subject matter expert for CPA on customer program-related issues, including following key compliance and regulatory proceedings at CPUC, CEC, CARB, and other relevant arenas.
- **Written Reports and Oral Presentations:** Write reports and make oral presentations to CPA's Board of Directors, Board Committees, executive management, customers and industry groups.
- **Team Building and Management:** effectively build and manage a rapidly growing team of staff, consultants, and contractors.

### Qualifications

Candidates must have a bachelor's degree and at least 7 years of related energy and/or environmental policy experience.

### Required Skills

- Demonstrated experience in utility program/project management
- Demonstrated experience with financial and/or quantitative analysis
- Demonstrated experience with marketing to end-use customers and high-level decision makers
- Knowledge and understanding of the operation of California's electricity system, from behind the meter (BTM) applications up through CAISO wholesale markets
- Knowledge and understanding of the CCA business model and the ability to articulate how customer programs support that model

- Highly proficient with Microsoft Office Suite, particularly Excel and PowerPoint

**Physical Requirements:**

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

**Salary and Benefits**

The salary range for this position is \$160,000 to \$180,000 with exact compensation to be determined by Clean Power Alliance, dependent on experience. Benefits include health care, a 401(k)-like match program, paid vacation, and sick leave. This is not a civil service position.

**How to Apply**

Candidates should send a succinct and well-written cover letter and resume with 3 references to [jobs@cleanpoweralliance.org](mailto:jobs@cleanpoweralliance.org). The start date for the position is as soon as possible and will remain open until filled.