



## **Customer Programs Associate**

### **Who We Are**

Clean Power Alliance (CPA) is Southern California's locally operated non-profit default electricity provider for 32 communities within Los Angeles and Ventura counties and the 5<sup>th</sup> largest electricity company in the State of California. We provide clean renewable energy at competitive rates to over three million residents and businesses through approximately one million customer accounts.

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

CPA is seeking a detail-oriented and highly motivated professional with energy experience to join our growing team as a Customer Programs Associate. The Customer Programs Associate will facilitate education, outreach, and recruitment activities in CPA's Disadvantaged Community Green Tariff (DAC-GT) and Community Solar Green Tariff (CSGT) programs, collectively called Power Share, distributed energy and demand response programs, Power Ready and Power Response, and tracking internal and external deliverables related to their implementation and administration. Additional duties will include support on transportation and building electrification programs as they develop. The Customer Programs Associate will serve as a liaison between customers, external stakeholders and internal teams, and the ideal candidate will be comfortable moving from internal analysis to external customer interaction. This is a challenging opportunity to play a key role in developing customer and community programs aimed at rapidly reducing greenhouse gas emissions while focusing on low-income customers and communities.

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

The Customer Programs Associate will work under the direct supervision of the Director, Customer Programs and will work closely with Program Managers, External Affairs and Marketing teams. The Customer Programs Associate will closely collaborate with organizations, contractors, and developers, as well as outside consultants, customers, and disadvantaged community members and leaders to effectively implement programs.

### **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 endeavor 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 that has quickly built the largest Community Choice Aggregation program in the country, high levels of trust, collaboration, and mission alignment are key factors in our success. We value fact-based creativity in our work, accountability with our stakeholders, and promote ethical engagement and diversity with our brand.

### Successful Candidates Must Demonstrate the Following Abilities:

- Enjoy engaging with passionate internal and external stakeholders.
- Strong communicator who can write compellingly and clearly.
- High tolerance for uncertainty but know how to bring things to resolution.
- Strong work ethic and be comfortable taking initiative/working in a fast paced, start-up environment.
- Work well on diverse teams and with consultants.
- Be able to interpret and explain policies, procedures, and regulations.
- Translate complex technical information into non-technical messages for customers.
- Be able to organize and carry out projects with minimal instruction, compose correspondence independently based on policy and guidelines and maintain complex records.
- Be able to provide and accept constructive feedback and adjust methodology in alignment with the tasks/goals at hand.

### Duties and Responsibilities

- **Program Implementation:** Support and implement CPA's customer programs in accordance with CPA's implementation plan, while incorporating stakeholder input, industry best practices, and market trends to ensure program success.
- **Marketing and Customer Acquisition:** Conduct marketing and outreach activities to publicize the Power Share, Power Ready, and Power Response programs, and recruit customers and community sponsors in the Power Share program, all in collaboration with CPA's External Affairs team, member agencies, and community partners.
- **Measurement, Analytics, and Verification:** Work with Program Managers to track 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.
- **Regulatory Compliance:** Prepare documents and reports to demonstrate compliance with Power Share program requirements for submittal to the CPUC.
- **Oral Presentations:** Make oral presentations to CPA's customers and community & industry groups and collaborate with Program Managers on presentation development and content.
- **Other duties as assigned.**

## Qualifications

- Candidates must have a bachelor's degree in a related field and a minimum of 3 years of work experience with environmental programs, community outreach and/or customer education experience.
- Experience in utility program/project implementation, knowledge of solar industry, community solar, and/or programs funded by the CPUC. Knowledge and understanding of the CCA business model preferred.
- Start-up experience is highly desired. Must be able to sit at a desk and work on a computer for prolonged periods.
- Currently, this position is temporarily remote; however, when the office reopens in September, this position is expected to report to our downtown Los Angeles office 2- 3 days per week. (The actual days of the week to be worked in the office will be determined by CPA, not by the candidate.)
- This position will be required to attend in-person events at various locations.

## Required Skills

- Excellent verbal and written communication skills
- Excellent organizational, scheduling, time management skills and attention to detail
- Ability to act with integrity, professionalism, and confidentiality.
- Ability to fully own tasks and processes with minimal oversight.
- Knowledge of modern office procedures and practices including preparing correspondence, filing, and operating modern office equipment; correct English usage, grammar, spelling, vocabulary, and punctuation.
- Highly proficient with Microsoft Office Suite, particularly Excel and PowerPoint.

## Salary and Benefits

The salary range for this position is \$75,540-\$101,140, 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; however, all CPA employees are required to submit a Statement of Economic Interests form, also known as the Form 700 ([Form 700 \(ca.gov\)](https://www.ca.gov/form700/)).

## How to Apply

Candidates should apply at [https://recruiting.myapps.paychex.com/appone/MainInfoReq.asp?R\\_ID=3804309](https://recruiting.myapps.paychex.com/appone/MainInfoReq.asp?R_ID=3804309).

The start date for the position is as soon as possible and will remain open until filled.