



Director, Customer Programs

Who We Are

[Clean Power Alliance](#) (CPA) is Southern California's locally operated not-for-profit default electricity provider across 32 communities within Los Angeles and Ventura counties and the 5th 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 an experienced, highly motivated and experienced leader to join our executive team as the Director, Customer Programs. The Director, Customer Programs will lead the development and deployment of CPA's growing suite of customer programs and will lead a team responsible for implementing customer programs in accordance with CPA's Local Programs Strategic Plan. CPA's programs portfolio includes innovative offerings aimed at demand response, local resiliency, community solar, vehicle and building electrification, and workforce development. This is an exciting opportunity for a hands-on leader who shares CPA's mission to rapidly expand the adoption of clean energy across Southern California while 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, Customer Programs reports to the Chief Operating Officer and is supported by a team of customer program professionals to design and implement a variety of customer programs. The Director, Customer Programs works closely with other members of CPA's leadership group, and will closely collaborate with staff from Power Supply, 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, intellectual curiosity, and exceptional judgment. 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 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:

- Strong work ethic and be comfortable taking initiative in a fast-paced environment that is transitioning from start-up to steady-state operations.
- Excellent written, speaking, and presentation skills, with the ability to clearly explain complex technical matters.
- Enjoy engaging with passionate internal and external stakeholders.
- High tolerance for navigating through uncertainty by bringing issues to resolution.
- Work well with diverse teams of varying skill levels, experience, and backgrounds.
- Strong attention to detail, particularly when working with data.
- Superior project management skills to handle multiple priorities, meet deadlines, and escalate key issues.
- Willingness to work with hybrid teams in both in-office and remote locations.
- Exceptional judgement and integrity.

Duties and Responsibilities

- **Program Management:** Manage program 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:** Develop strategies to recruit customers to participate in customer programs and coordinate with CPA's marketing, community outreach, and strategic accounts teams 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.
- **Program Design:** Lead design and launch of new 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.
- **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 Supervision, Talent Acquisition, and Budget Management:** Supervise Customer Programs staff members and manage budget for program consultants. Serve as hiring manager for Customer Programs team.
- **Perform other duties as assigned.**

Qualifications

- Candidates must have a bachelor's degree.
- At least 7 years of related energy and/or environmental policy experience and at least 5 years managing staff and consultants.
- Knowledge of the energy industry and/or sustainability and climate action is highly desired.

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.
- Ability to act with integrity, professionalism, and confidentiality.

Work Location

This position requires 2-3 assigned days per week in our downtown Los Angeles office and includes an enhanced transportation allowance under CPA's hybrid work option.

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 \$156,795 to \$227,582 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.

How to Apply

Candidates should visit [\(47\) Director, Customer Programs | Clean Power Alliance | LinkedIn](#) to apply.

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