

Utility Conservation/Efficiency Coordinator

Salary

\$92,943.24 - \$118,529.76 Annually

Location

Santa Clara, CA

Job Type

Full-Time

Department

Electric Utility

Job Number

31-23-913

DESCRIPTION

To be considered for this position: Submit a 1) Complete online City application, 2) Current resume, (3) Cover Letter and 4) Completed Supplemental Questionnaire. Incomplete applications will be disqualified. This recruitment is open until filled and the first review of applications will be on Friday, April 21, 2023.

THE POSITION

The Utility Conservation/Efficiency Coordinator is responsible for the planning, development, modification, implementation, coordination and management of utility conservation, efficiency and customer service programs for the City of Santa Clara Utilities. Performs related duties as assigned.

This announcement is for two (2) Departments as described below:

- 1. Silicon Valley Power:** This position is located within the Customer Engagement Division, primarily responsible for energy efficiency, conservation, electrification and low income programs serving Silicon Valley Power's residential customers. The

successful candidate will assist in the development, implementation and evaluation of programs, education and outreach efforts and program marketing. Such efforts include, but are not limited to, performing home energy audits, investigating high bill complaints, developing messaging and providing content for outreach campaigns, providing presentations to school and community groups, preparing and instructing classes on energy efficiency, conservation and electrification topics, providing supervision to interns, processing rebate applications and interconnection agreements, and working special events to provide program information to the general public.

2. Water Sewer Utilities: This position is primarily responsible for Water conservation and efficiency for residential, commercial, Industrial and Institutional customers. The successful candidate will assist in the education and outreach efforts, enforcements of water conservation ordinances, policies and programs. Such efforts include, but are not limited to, performing developing messaging and providing content for outreach campaigns, providing presentations to school and community groups, preparing and instructing classes on water conservation and efficiency, processing rebate applications, and working special events to provide program information to the general public. Work with other city department like Community Development, Communication, Sustainability and Compliance division. Represent the City water department to water suppliers' and outside agencies meetings.

DEPARTMENT DESCRIPTIONS

Silicon Valley Power Department:

Since 1896, Silicon Valley Power (SVP) has provided electricity for residents and businesses in Santa Clara. The Electric Department has a budgeted staff of 198 employees who provide such diverse services as operating, maintaining and dispatching electric service, engineering, system planning, administrative and financial management, marketing, customer service, energy programs, power trading, outdoor Wi-Fi services and dark fiber leasing services, all of which work together to make SVP successful for the City and its residents. For more information about Silicon Valley Power, please visit the department <https://www.siliconvalleypower.com/home>.

Water Sewer Utilities Department:

Santa Clara Water & Sewer Utilities' mission is to provide customers a dependable supply of safe, potable water, environmentally-sound wastewater collection, treatment, and disposal. Furthermore, recycled water is offered for approved uses including irrigation and industrial processes, where available. Programs and services are designed and implemented with economic and environmental benefits in mind. The City of Santa Clara's Water & Sewer Utilities Department seeks a candidate with strong oral and written communication skills; a proven record of preparing and administering programs; and experience working in a team environment with customer service. For more information about the Water & Sewer Utilities Department, please visit the department <https://www.santaclaraca.gov/our-city/departments-g-z/water-sewer-utilities>.

Typical Duties

This description may not include all the duties listed below, nor do the examples cover all duties that may be performed.

Under general direction:

- Develops and manages conservation and/or efficiency incentive programs; Serves as a field representative to the public by educating the public on conservation efforts and efficiency technologies and measures, including, developing and disseminating conservation, efficiency and services information to the public;
- Coordinates support services to produce conservation and/or efficiency and services materials;
- Sets up displays or workshops, classes and conservation and/or efficiency presentations;
- Performs and/or organizes residential and/or commercial audits and verification or compliance inspections;
- Responds to customer comments, complaints, and inquires regarding usage and bill calculations;
- Determines the cost-effectiveness of various conservation and/or efficiency programs and techniques for the customer and the utility;
- Investigates and assists in implementing rate incentive programs;
- Analyzes and audits data, assists in making recommendations, and presents information to staff and customers;

- Represents the City regarding conservation and/or efficiency issues before the assorted governmental agencies, energy and/or water suppliers, chambers of commerce, apartment and homeowners associations and community groups;
- Develops and implements public information programs concerning conservation and efficiency, including press releases, newsletters, flyers, bill stuffers and other forms of information;
- Prepares technical reports concerning the use of energy or water;
- Coordinates with City departments to encourage the installation of energy and water efficient products within City facilities and identify and develop policies that require energy and water efficient use in new construction and development;
- Maintains records/databases for collecting statistical data on water or energy usage, prepares reports, and processes forms and applications;
- Assists in applying, tracking, reporting, and monitoring grants;
- Develops programs for annual awareness weeks;
- Coordinates conservation and/or efficiency efforts of other City departments and agencies of the City;
- May direct and supervise support staff, part-time, as-needed or contract employees and volunteers in the implementation of conservation and/or efficiency programs;
- May install or provide advice in the installation of energy or water-saving devices; and
- Performs related work as required.

When assigned to Water and Sewer Utilities:

- Inspects and audits landscape sites, and irrigation plans and systems to ensure it meets plan requirements collects and analyzes data related to water use and prepares recommendations for increased efficiency.
- Assists with enforcing the City's water conservation ordinances, policies, and programs. May provide assistance to supervisor and issue administrative corrective letters and/or citations in accordance with applicable regulations; and works with residents and business owners to correct related municipal code violations.
- Advises City contractors on the City's plumbing fixture replacement and landscape improvement programs, including information on minor plumbing retrofits, making minor repairs on irrigation systems, water faucets, toilets, and other plumbing fixtures.
- Orders and maintains an inventory of plumbing fixtures and parts and other

conservation components, and maintains an inventory of completed landscape projects and products.

Minimum Qualifications

EDUCATION AND EXPERIENCE

- Graduation from an accredited college or university with a Bachelor's degree and major course work in engineering, environmental studies, business administration, education, public administration, communications, or a closely related field; AND
- Two (2) years of experience involving, energy, water or other resource conservation/efficiency and customer service program management.

LICENSES/CERTIFICATIONS

- Possession of a valid Class C driver's license is required at the time of application and for the duration of employment.
- If assigned to Water & Sewer Utilities, an American Water Works Association (AWWA) Water Use Efficiency Practitioner Grade 1 Certificate within 12 months of appointment is required.

DESIRABLE QUALIFICATIONS

- If assigned to Silicon Valley Power (Electric Department), a certificate of completion of, energy auditing, energy management, resource conservation, efficiency or communications courses is highly desirable.
- Experience educating the public and developing educational materials, involved in the implementation of conservation and efficiency programs and administering rebate programs.

OTHER REQUIREMENTS

- Must be able to perform all the essential functions of the job assignment.
- May be expected to work evenings and weekends as required.
- Must be able to lift up to 50 pounds, move large appliances short distances and climb ladders to inspect attic spaces for certain programs.

Meeting the minimum qualifications does not guarantee admittance into the examination process. Only the most qualified candidates who demonstrate the best combination of qualifications in relation to the

requirements and duties of the position will be invited to test. Candidates must attain a passing score on each phase of the examination process to qualify for the Eligible List. A department interview will be required prior to appointment.

Federal law requires all employees to provide verification of their eligibility to work in this country. Please be informed that the City of Santa Clara will not sponsor, represent, or sign documents related to visa applications/transfers for H1B or any other type of visa which requires an employer application.

VETERAN'S PREFERENCE POINTS: This position qualifies for Veteran's Preference Points. Applicants who have separated from service (Active Duty Status) must submit proof of honorable discharge (Form DD214) with their application at time of filing or will be ineligible to have points added to their final score.

Knowledge, Skills, and Abilities

KNOWLEDGE OF:

- Laws and regulatory codes applicable to usage and conservation and/or efficiency for assigned area of work, including Federal, State, County, and local mandates;
- Principles and practices of conservation and demand-side management, including the use of common utility benefit/cost ratio tests;
- Electric and/or water generation or efficiency technologies and terminology;
- Electric and/or water rates and bill calculations for assigned area, including energy or water demand and power or water factor;
- Elements of utility generation, supply and distribution systems;
- Utility safety;
- Common utility terms and formulas;
- Energy and/or water saving technologies or devices;
- Principles and practices of lighting, weatherization, building electrification and indoor climate control;
- General building construction and components;
- Principles and practices of developing management plans and efficiency ordinances;
- Principles and techniques of supervision and personnel administration;
- When assigned to Silicon Valley Power (Electric Department): The laws and

regulatory codes applicable to energy use and energy efficiency, including the State Energy Efficiency Standards for Residential and Nonresidential Buildings (Title 24) and State Appliance Efficiency Standards (Title 20); and

- When assigned to the Water and Sewer Utilities: The rules and regulations of the California Water Code, Department of Water Resources and State Water Resources Control Board: water efficiency legislation, water conservation and drought planning, water loss performance standards, standards for residential, commercial, industrial, institutional indoor and outdoor water efficiency standards.

ABILITY TO:

- Work tactfully with the public and co-workers;
- Establish and maintain effective working relationships with those contacted in the course of work, including City Departments, the public, local schools and non-governmental organizations;
- Work with community groups and the public by presenting at and conducting workshops and educational events on energy and water efficiency and conservation;
- Work in a team-based environment to achieve common goals;
- Follow oral and written instructions and communicate effectively orally and in writing;
- Speak on a one-to-one basis and in front of groups of various sizes;
- Write, organize and effectively present informational material for public distribution using common computer applications, including City systems and applications (Microsoft Office Suite) and presentation programs;
- Effectively handle multiple priorities, organize workload and meet deadlines;
- Ability to supervise and/or train subordinates;
- Analyze data and assist in making recommendations;
- Explain and implement a variety of energy and water conservation and/or efficiency measures, policies and services;
- Learn, apply and assist in enforcing appropriate municipal codes and ordinances, including the California Plumbing Code if assigned to Water and Sewer Utilities;
- Test and analyze customer usage impacts;
- Conduct site evaluations and audits for overall efficiency and conservation management purposes; and
- Provide effective customer service.

Additional Information:

You must answer all job-specific questions in order to be considered for this vacancy or your application will be deemed incomplete and withheld from further consideration. Applications must be filled out completely (i.e. do not write “see resume or personnel file.”). To receive consideration for the screening process, candidates must submit a **1) Complete online City Application, 2) Current Resume, 3) Cover Letter and 4) Completed Supplemental Questionnaire**. Incomplete applications will not be accepted. Application packets may be submitted online through the “Apply Now” feature on the job announcement at www.santaclaraca.gov. **This position is open until filled: Applications will be reviewed on a bi-weekly basis consideration to the position. If you are interested in applying you are encouraged to apply as soon as possible, before the position is closed.**

The City of Santa Clara is an equal opportunity employer. Applicants for all job openings will be considered without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, veteran status or any other consideration made unlawful under any federal, state or local laws. The City of Santa Clara is committed to offering reasonable accommodations to job applicants with disabilities. If you need assistance or an accommodation due to a disability, please contact us at (408) 615-2080 or HumanResources@santaclaraca.gov.

To apply: <https://apptrkr.com/4056063>