



CITY OF SANTA CLARA  
invites applications for the position of:

# Business Analyst-Public Benefits (Utility Program Analyst)

**SALARY:** \$48.72 - \$62.24 Hourly  
\$8,445.00 - \$10,788.00 Monthly  
\$101,340.00 - \$129,456.00 Annually

**OPENING DATE:** 11/01/21

**CLOSING DATE:** 12/03/21 04:00 PM

**EXAM WEIGHT:** 100% Oral, Qualifying Supplemental

**TENTATIVE EXAM INFORMATION:**

**DESCRIPTION:**

**The Department:**

Silicon Valley Power (SVP) currently provides over 40 percent of Santa Clara's electricity from carbon-free renewable resources. In addition to using green energy from large-scale wind, solar, geothermal, and hydroelectric projects outside of the area, SVP employs innovative ways to locally produce electricity by capturing and burning methane gas from a closed city landfill and using power from solar generating systems on city-owned garages and vacant, unusable land. It is the mission of Silicon Valley Power to be a progressive, service-oriented utility, offering reliable, competitively priced services for the benefit of Santa Clara and its customers. Being competitive in the marketplace with a continuous focus on customer service, SVP can provide economic value to the City of Santa Clara and its customers while maintaining low residential rates and offering competitive rates for all customers.

**The Position:**

Business Analyst-Public Benefits (Utility Program Analyst) will help support the development, implementation, and evaluation of customer programs, including distributed energy resources, cost-effective energy efficiency programs, and electric vehicle charging stations. This position also supports emerging technologies and helps determine the best energy programs to offer our customers.

This recruitment may be used to fill multiple positions in this, or other divisions or departments. If you are interested in employment in this classification, you should apply to ensure you are considered for additional opportunities that may utilize the applicants from this recruitment.

**TYPICAL DUTIES:**

Each position in this classification may not include all the duties listed below, nor do the examples cover all duties that may be performed.

Under general supervision:

- Perform research and statistical analyses related to customer and utility competitor characteristics, behavior, and attitudes; oversee customer surveying activities; recommend appropriate actions based on analysis;

- Recommend positions and strategies in response to legislative and regulatory issues at the state and federal level;
- Meet with residential and business customers to promote City programs and services;
- Review customers' utility-related needs and make energy efficiency recommendations;
- Assist with the coordination of community events and workshops;
- Participate in the design and implementation of new and revised programs, systems, procedures and methods of operation;
- Analyze and respond to complaints and requests for information from internal and external sources; determine appropriate corrective action;
- Prepare and disseminate customer profiles and other sensitive customer-related information;
- Develop tools and business processes for new products, services and business development, such as utility infrastructure services;
- Perform budget analysis (project expenditures, revenue collections, and reporting);
- Perform benchmarking of Electric Utility against potential and existing competitors;
- Perform research and analysis to determine market potential and impact of demand-side management (DSM), customer service and retention programs;
- Assist in the development and design of DSM and load-impact programs for customers and evaluate and report on effectiveness of such programs;
- Devise methods and procedures for obtaining, maintaining, and updating market-related data, including collection, coding, and tabulation;
- Compile energy utilization data for reports on energy consumption;
- Assist in data evaluation and database development and maintenance;
- Study customer energy consumption and prepare forecasts of short and long term needs;
- Confer with City staff, customers, and others as required to conduct project assignments;
- Provide technical assistance to City departments and customers on administrative and analytical matters;
- Utilize computer applications to assist with analytical studies;
- Prepare a variety of technical, periodic, specialized reports, and other written materials related to utility business matters;
- Conduct research and analytical studies on energy efficiency and renewable energy programs and issues;
- Maintain current knowledge of utility distribution and consumption trends; and
- Performs other related duties as assigned.

## **MINIMUM QUALIFICATIONS:**

### EDUCATION AND EXPERIENCE

- Education and experience equivalent to graduation from an accredited college or university with a bachelor's degree in business administration, economics, engineering, environmental studies, or a related area;

and

- Four (4) years of progressively responsible experience in energy efficiency and conservation programs, which has included accounting record keeping, financial and market analysis, resource planning, utility demand-side programs, communication technologies, data management related to customer analysis or other related fields is required.

### LICENSE

Possession of a valid California Class C driver's license is required at time of appointment.

### OTHER REQUIREMENTS

- A medical examination will be required prior to appointment

- Prior to hire, candidates will be required to successfully pass a pre-employment background check, which may include employment verification, a DMV record check, a criminal history check, and Department of Justice (DOJ) fingerprinting. Any information obtained will be used to determine eligibility for employment in accordance with the law. A conviction history will not necessarily disqualify an applicant from appointment, however, failure to disclose a conviction when required will result in disqualification from the recruitment process
  - Incumbents in this position are required to file a Conflict of Interest statement upon assuming office, annually, and upon leaving office, in accordance with City Manager Directive 100
- Must be able to perform all the essential functions of the job.

***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 the 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.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

##### Knowledge of:

- Utility economics and government regulations affecting utilities;
- Water, energy, and communications technologies related to utility assets and infrastructure, resources and energy utilization;
- Financial issues related to customer energy services;
- Computer applications such as Peoplesoft, Quickbooks, and Microsoft Word, Access, Excel, and Powerpoint
- Local, state, and federal legislative processes and associated laws, rules, codes, policies and procedures;
- Principles of public administration, including administrative analysis, policy and program development;
- Community outreach resources, program planning and coordination;
- Program promotion techniques;
- Research techniques, methods and procedures and report presentation;
- Needs assessment techniques;
- Project and workload planning;
- Problem solving and conflict resolution practices and techniques;
- Preparation, contract administration, and fiscal planning; and
- Office safety practices, procedures and standards.

##### Ability to:

- Use moderately complex accounting models, or specialized computer applications;
- Verbally communicate clearly and effectively with City staff and the general public;
- Prepare and deliver effective public presentations;
- Speak on a one-to-one basis and in front of groups of various sizes;

- Respond to requests and inquiries from the public;
- Carry out complex oral instructions and prepare comprehensive oral presentations;
- Carry out complex written instructions and prepare comprehensive and precise written reports;
- Communicate logically and clearly using correct English grammar, spelling and punctuation;
- Interpret and present findings in a clear, concise written form including the creation and use of tables, charts, and graphics to summarize results;
- Research and evaluate utility load impacting technologies;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Elicit community and organizational support for assigned programs and projects;
- Work in a team-based environment and achieve common goals;
- Exercise independent judgment and initiative with minimal supervision;
- Effectively administer assigned program responsibilities;
- Interpret and apply laws, regulations, policies, and procedures;
- Apply advanced analysis methodologies;
- Analyze and interpret federal and state legislation;
- Analyze, design and evaluate utility load impacting programs;
- Research and evaluate new marketing methods and techniques;
- Work effectively in time-sensitive situations and meet deadlines;
- Coordinate multiple projects and complex tasks simultaneously;
- Evaluate and develop improvements in operations, procedures, policies and methods;
- Prepare and monitor budgets; and
- Bend, stoop, reach, carry, crawl, climb, and lift as necessary to perform assigned duties.

**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) Cover Letter, 2) Resume, and Supplemental Questions**. 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](http://www.santaclaraca.gov). Applications must be submitted by the filing deadline of **Friday, December 3 at 4:00 PM**.

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 accommodation due to a disability, please contact us at (408) 615-2080 or [HumanResources@santaclaraca.gov](mailto:HumanResources@santaclaraca.gov).

---

APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.santaclaraca.gov>

Position #43-21-262B  
 BUSINESS ANALYST-PUBLIC BENEFITS (UTILITY PROGRAM ANALYST)  
 PC

1500 Warburton Ave.  
 Santa Clara, CA 95050  
 408-615-2080  
 Fax: 408-985-0667

[humanresources@santaclaraca.gov](mailto:humanresources@santaclaraca.gov)

Equal Opportunity Employer

---

**Business Analyst-Public Benefits (Utility Program Analyst) Supplemental Questionnaire**

- \* 1. Briefly describe the type and length of experience you have in the following areas of energy efficiency and conservation outreach programs: a) Program Management b) Measurement

and Evaluation of Programs c) Contract Administration d) Development of New Products and Services and Delivery Methods e) Data Management and Reporting f) Communicating and Customers and Industry Peers

- \* 2. Briefly describe your educational background and how you believe it would relate to the kind of work performed by the Business Analyst-Public Benefits (Utility Program Analyst). Please list any training classes, continuing education courses, professional affiliations and/or certifications you have completed that are relevant to the position of Business Analyst-Public Benefits.
  
- \* 3. How would you evaluate your computer skills, particularly word processing and spreadsheet software? Please specify the desktop applications you have used.
  
- \* 4. Please submit a brief written report based on the scenario below (attach report to your application). Limit your report to no more than two (2) single-spaced typewritten pages, using a 12-point font: SCENARIO- The State of California dramatically increased pressure on utilities to reduce carbon emissions associated with providing electricity to customers in Santa Clara. Silicon Valley Power (SVP) has turned to our business analysts for support in developing a plan. If you were one of those analysts, what questions would you ask in getting started and how would you proceed in formulating recommendations to our leadership given your area of expertise?
  
- \* 5. I confirm I have uploaded my brief written report as asked in question #4. I understand that failing to do so will result in the disqualification of my application.  
 Yes    No

\* Required Question