

# **Orange County Power Authority Business Relationship Manager I Business Relationship Manager II**

Orange County Power Authority (Authority) is a new community choice aggregator (CCA) in Orange County that will launch phased electric service beginning in 2022. Upon full implementation, the Authority will service over 278,000 accounts in Southern California Edison territory. We serve four member cities (Buena Park, Fullerton, Huntington Beach, and Irvine) with the potential of expansion throughout the region. For more information, please visit our website at [www.ocpower.org](http://www.ocpower.org)

The Authority reserves the right to hire qualified applicants at either the Business Manager I or Business Manger II classification. This opening is for multiple positions.

## **APPLICATION PROCESS**

Candidates should send a succinct and well-written cover letter and resume with three references to [info@ocpower.org](mailto:info@ocpower.org). Applications will be accepted on a continuous basis. With the first review on November 5<sup>th</sup>.

## **THE POSITION**

Under direction of the Chief Operating Officer, the Business Relationship Manager will be responsible for advancing the Authority's electric services and programs by conducting strategic customer outreach and management on behalf of the agency. This position will act as a strategic partner and energy advisor for the Authority's largest commercial, industrial, and municipal customers. This position has responsibility for a wide range of customer service and community matters including responding to customer inquiries, providing billing analysis, and presenting clean energy information and Authority customers programs to business and governmental agencies.

The Business Relationship Manager will serve as a primary point of contact for these large commercial and industrial customers. The position will develop strategic stakeholder alliances by understanding these customers' most important business needs and economic drivers, determining how current or new Authority programs can assist these customers, and aligning solutions with the goals and objectives of the Authority. The Business Relationship Manager is expected to become an expert in the Authority's programs and to provide customers or other staff with technical explanations of Authority programs, rebates/incentives, and billing mechanisms. To be effective the Business Relationship Manager will need to develop familiarity with Investor-Owned Utility programs and billing mechanisms and be able to analyze and explain usage data for customers.

This position will also assist with outreach and community events directed at businesses within the Authority's service territory, to both educate and build relationships with various groups. The Business Relationship Manager may be assigned with tasks related to the maintenance and implementation of various Authority customer programs.

Business Relationship Manager II may supervise the Business Relationship Manager I.

## **CULTURE**

Orange County Power Authority fosters a culture of open communication, responsibility, and intellectual curiosity. We value transparency, innovation, and an entrepreneurial spirit. A collaborative work environment and being a team player make for challenging and rewarding work.

## **EXAMPLES OF DUTIES / FUNCTIONS**

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Duties and responsibilities include, but are not limited to:

# **Orange County Power Authority Business Relationship Manager I Business Relationship Manager II**

- Initiate and develop relationships between the Authority and key Commercial, Industrial, and Municipal accounts, including both existing customers and potential clients.
- Engage with and make presentations to community business organizations and targeted industry groups.
- Respond to escalated customer service inquiries for business customers and ensure issues are resolved timely and accurately.
- Work with the Chief Operating Officer and identified key public affairs staff to develop strategic planning for outreach to the business community throughout the Authority's service area.
- Provide customers with expertise on commercial account issues, including billing, cost, service and program inquiries.
- Support campaigns to promote Authority programs to customers, such as energy efficiency upgrades, 100% renewable service, etc.
- Lead or support presentations to clients, community organizations, and other groups as representative of the Authority.
- Educate and outreach the municipal and business customers about Authority customer programs.
- Provide energy usage and billing data analysis.
- Work closely with the Chief Operating Officer, marketing, and public affairs staff to develop and implement targeted outreach and customer engagement campaigns, events, or other targeted outreach activities.

## **QUALIFICATIONS**

### **Minimum Qualifications**

Education and Experience: Education and experience equivalent to a Bachelor of Arts or Bachelor of Science degree from an accredited college or university in communications, business, marketing, public administration, sustainability/environmental planning, or a related field and at least four years of experience in client management or escalated customer service roles. Experience working in a public utility and/or a Community Choice Aggregation is highly desirable not a requirement.

Possession of a valid State of California driver's license is required.

### **Knowledge Of:**

- Utility industry, service options, terminology, rates, and billing.
- Energy usage profiles for Commercial & Industrial customers and key energy considerations such as demand charges, TOU rates etc.
- California energy policy and regulations, clean energy market development drivers and clean energy adoption by Commercial & Industrial customers.
- Key business associations and community organizations within the Authority's four cities.
- Community Choice Aggregation (CCA) landscape in California.
- Skills essential for effective client management, including outreach, customer service, relationship building, and networking experience.
- Data skills essential to billing and cost analysis, including developing spreadsheets and using formulae and functions to verify cost and emissions data for customers.
- Microsoft Office Suite including Excel, Word, and PowerPoint.
- Diverse cultures and communities such as communities of color, low income, English as a second language, various ages, and socio-economic spectrums.
- Greenhouse gas analysis and emissions accounting familiarity is desirable.

# Orange County Power Authority

## Business Relationship Manager I

## Business Relationship Manager II

### **Ability to:**

- Effectively engage and communicate with diverse stakeholders in-person, on the phone, and through email to promote and explain the Authority's programs and services.
- Create and maintain relationships with the Authority's business clients.
- Fully interpret and explain energy data and energy charges and statistics to stakeholders in a simple and understandable manner.
- Contribute to developing strategic plans for new and continued outreach to Authority customers.
- Deliver results in a client-centered, client as a partner environment.
- Participate in community engagement events outside of regular business hours, such as chamber of commerce events and community meetings.
- Demonstrate a willingness to assist other staff with needs of the organization that may fall outside of this job description, such as assisting other departments or filling in for team members when necessary.
- Multitask on several projects while delivering a consistent, high-quality and timely work product.
- Work independently to resolve issues quickly and effectively.
- Work as part of a collaborative team.
- Adapt to changing priorities in a fast-paced, dynamic environment.

### **Other Qualifications**

**Analytical Thinking:** Approaches a problem or situation by using a logical, systematic, sequential approach.

**Collaboration:** Develops networks and builds alliances; engages in cross-functional activities.

**Communication Skills:** Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.

**Fiscal Management:** Demonstrates strong financial management skills and oversees complex energy procurement practices with large financial impacts for the organization. Complies with applicable laws and policies.

**Leadership:** Leads by example; demonstrates high ethical standards; remains visible and approachable and interacts with others on a regular basis; promotes a cooperative work environment, allowing others to learn from mistakes; provides motivational supports and direction.

**Vision/Strategic Thinking:** Supports, promotes, and ensures alignment with the organization's vision and values; understands how an organization must change in light of internal and external trends and influences; builds a shared vision with others and influences others to translate vision to action.

**Supervision:** Applicable to the Business Relationship Manager II position as it may supervise the Business Relationship I position. Sets effective long and short-term goals based on a good understanding of management practices; establishes realistic priorities within available resources; provides motivational support; empowers others; assigns decision-making and work functions to others in an appropriate manner to maximize organizational and individual effectiveness.

### **PHYSICAL DEMANDS**

**Orange County Power Authority  
Business Relationship Manager I  
Business Relationship Manager II**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer / laptop; to operate a motor vehicle and to visit various meeting sites in Orange County for the conduct of the Authority's business. This position will be expected to travel throughout the Authority's jurisdictions to interact with customers and may from time-to-time work in the evenings and on weekends. Finger dexterity is needed to access, enter, and retrieve information using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

This is primarily a sedentary position, and the employee works in an office environment with moderate noise levels, controlled temperature conditions, and no known direct exposure to hazardous physical substances. The employee interfaces with staff, management, other Authority's representatives, and government officials, business representatives, and the general public in explaining the Authority's programs and requesting and providing information.

**COMPENSATION AND BENEFITS**

Salary: **Business Relationship Manager II - \$7,640.17 to \$11,206.25 per month**

(Placement within the salary range will be based upon knowledge and experience. This is not a civil service position). The Business Relationship Manager II is a supervisory position and is exempt.

**Business Relationship Manager I - \$6,876.15 to \$10,085.62 per month**

(Placement within the salary range will be based upon knowledge and experience. This is not a civil service position).

Hours: 40 hours per week. May also be required to work evenings and weekends as determined by the Authority.

Benefits: Orange County Power Authority is currently developing benefit packages. This will be covered during the interview process.

Orange County Power Authority is an equal opportunity employer.

This is an at-will position reporting to the Chief Operating Officer.