



## External Affairs Manager

**Orange County Power Authority seeks a seasoned, collaborative external affairs professional** to grow and maintain relationships, as well as gain support for OCPA, with key stakeholders including government officials/associations, community leaders, and business associations/coalitions. This position has responsibility for a wide range of customer service and community matters including responding to customer inquiries, representing the agency in the community, and presenting clean energy and OCPA program information to businesses, local elected leaders, local government, and governmental agencies. After hours, evening, and weekend support are needed to fulfill the duties of this role.

### **About OCPA:**

**OCPA is a dynamic public agency serving customers with renewable energy options at competitive rates.** A Community Choice Aggregator (CCA) alongside 24 others across the state of California, OCPA launched service 2022 and currently serves over 177,000 customer accounts in Southern California Edison territory. Member cities include Buena Park, Fullerton, Irvine, and Fountain Valley with plans to continue expanding the service territory. For more information, please visit our website at [www.ocpower.org](http://www.ocpower.org).

**Submissions Process:** Candidates should send a cover letter and resume with a minimum of three professional references to [recruitment@ocpower.org](mailto:recruitment@ocpower.org). Submissions will be accepted and reviewed on a continuous basis with selections for interviews being made when a sufficient number of qualified submissions have been received.

### **About the Position:**

**The External Affairs Manager will** develop strategic stakeholder alliances by cultivating strong government relations, understanding business needs and economic drivers, and determining how OCPA programs can assist business and commercial customers. Under the direction of the Director of Communications and External Affairs, the External Affairs Manager will be responsible for advancing OPCA's clean energy services and programs by conducting strategic customer outreach and management on behalf of the agency. This position will also assist with outreach and community events within the OCPA's service territory, to both educate and build relationships with key stakeholders and community groups.

**OCPA currently utilizes a hybrid work schedule.** The hybrid schedule includes three days per week in-office: Monday, Tuesday and Thursday. This schedule is subject to change due to agency events or special meetings.

### **Examples Of Duties / Functions:**

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodation so that qualified employees can perform the essential functions of the job. Duties and responsibilities include, but are not limited to:

- Building and maintaining relationships with key stakeholders in the labor, business, environmental and social justice communities, along with neighborhood and community

development organizations.

- Developing and nurturing relationships with key commercial, industrial, and municipal accounts, including both existing and potential customers.
- Leading presentations to clients, customers, local elected leaders, local governments, community organizations, and other groups.
- Ensuring OCPA member agencies are informed about ongoing operations, customer programs, and policy initiatives, and resolve issues that arise at the local government level.
- Researching and identifying organizations throughout Orange County, and engaging influential groups and community leaders build support for OCPA's programs and projects.
- Attending meetings and conferences to stay informed of proposed and anticipated legislative, community, and stakeholder issues and intergovernmental affairs initiatives.
- Assisting at public events to distribute information about OCPA and interact with members of the public.
- Coordinating corporate memberships and event sponsorships.
- Responding to escalated customer service inquiries from business customers with timely, customer service-focused responses.
- Providing customers with expertise on commercial account issues, including billing, cost, service, and program inquiries.
- Strategic planning for outreach to the business community throughout the OPCA's service area.
- Working closely with the Director of Communications & External Affairs and other departments to develop and implement targeted outreach and engagement.
- Support the Community Advisory Committee and the Marketing & Communications Committee

## **Qualifications**

### **Experience/Education:**

Any combination demonstrating the ability to effectively and successfully perform the duties of the position is considered qualifying.

- A Bachelor's degree from an accredited college or university in political science, public administration, communications, business, sustainability/environmental planning, or a related field.
- At least four years of experience in client management and/or government relations.
- Experience working closely with local governments and other regional stakeholders.
- Experience working in Orange County government affairs and/or a public utility is highly desirable, but not a requirement.
- Possession of a valid State of California driver's license is preferred.

### **Knowledge:**

The successful candidate will possess varied knowledge, skills and abilities. The following are areas of insight and experience indicative of successful performance in this position:

- Utility industry including service options, terminology, rates, and billing.

- California energy policy and regulations, clean energy market development, and clean energy adoption by Commercial & Industrial customers.
- Key business associations and community organizations within Orange County.
- Community Choice Aggregation (CCA) landscape in California.
- Skills essential for effective client management including outreach, customer service, relationship building, and networking.
- Diverse cultures and communities such as disadvantaged communities, communities of color, and communities with English as a second language.
- Energy usage profiles for commercial & industrial customers, and key energy considerations such as demand charges, TOU rates, etc.
- Microsoft Office suite including Excel, Word, and PowerPoint.

#### **Other Qualifications:**

- Effectively engage and communicate with diverse stakeholders in-person, on the phone, and through email to promote and explain the OCPA's programs and services.
- Public speaking and ability to communicate clearly, concisely and persuasively, orally and in writing.
- Create and maintain relationships with the OCPA's business clients.
- Fully interpret and explain energy data and energy charges and statistics to stakeholders in a simple and understandable manner.
- 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.
- Passion for the clean energy future and a desire to accelerate the transition.

#### **Abilities:**

- Maintain a strong work ethic, take initiative, and be comfortable working in a fast-paced, start-up environment.
- Demonstrate integrity, patience, tact, and courtesy at all times.
- Be detail-oriented with strong organizational and analytical skills.
- Lead by example and demonstrate high ethical standards.
- Ensure projects and reports are completed in a timely and accurate manner.
- Work independently with minimum supervision and as a team member.
- Exercise good judgment in handling multiple priorities to meet deadlines and open-ended tasks.
- Work accurately and swiftly under pressure.
- Communicate effectively, orally and in writing.
- Have a high tolerance for uncertainty and know how to bring things to resolution.
- Embrace diverse teams and be highly collaborative.

#### **Physical Demands:**

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 to conduct agency business. This is primarily a sedentary office classification, although standing in and walking between work areas may be required. 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 classification, 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 agency representatives, as well as government officials, business representatives, and the general public in explaining the agency's programs and requesting and providing information.

**Compensation And Benefits:**

Salary is commensurate with experience. The salary range is **\$104,100 to \$149,900 per year**. OCPA offers a generous benefits package that includes:

- Individual, family, and domestic partner health insurance (medical, dental, vision)
- Life, short-term disability, and long-term disability insurance coverage
- Retirement with employer matching (up to 4% of salary)
- Paid time off (PTO), ten paid holidays and two floating holidays
- Health and wellness reimbursement benefit
- Technology stipend
- Flexible spending accounts (FSA) – health and dependent care
- Employee assistance program (EAP)

This is an exempt position. This is not a civil service position; however, some OCPA employees may be required to submit a Statement of Economic Interests form, also known as Form 700.

Orange County Power Authority is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding, and related medical conditions), and sexual orientation.