



CITY OF BANNING, CALIFORNIA

Public Benefits Coordinator

Job Code: 5050

FLSA Exempt Non-Exempt

JOB DEFINITION: Under general direction performs a variety of duties in the implementation of programs and services funded by the Public Benefits Charge for industrial, commercial and residential electric utility users; to develop and implement the delivery of value-added services for utility customers; to administer conservation related programs and services for electric and water usage; to provide responsible and complex administrative support to the Electric Utility and related work as required.

ESSENTIAL FUNCTIONS: *The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

REPRESENTATIVE DUTIES: Develops and implements energy management programs which educate Banning customers; perform energy audits; maintain frequent customer contact to ascertain customer needs and determine effectiveness of customer focus programs; assist customers with inquiries relating to energy management programs, rate comparisons, and rate options. Organizes metering data in a manageable form for modeling and analysis; prepares reports. Keeps abreast of latest developments in energy management and technology. Work closely with the Customer Service Manager, other departments, other cities, and community representatives to identify valuable retail products, programs, and services for Utility customers. Serve as the internal coordinator among Utilities staff regarding programs and services development issues and related customer needs. Monitor and evaluate the response of the residential and business community to Public Benefits Charge and Value Added programs. Perform appropriate market research to determine retail products, programs, and services beneficial to the Utility and its customers. Identify, secure, and administer programs offered through alliance or sub-contractor agreements. Assist in development of appropriate marketing, communication, and advertising programs for retail products, programs, and services. Make community-based presentations to interested consumer and business groups for customer education and business development. Represent City at various Public Benefits Committee meetings.

KNOWLEDGE and SKILLS:

- Basic energy conversion theory.
- Operation and electrical characteristics of industrial machinery, HVAC systems, commercial and industrial lighting.
- Demand side management concepts and applications including load management, energy audits, and energy conservation programs.
- Energy management software.
- Pertinent federal, state, and local policies, procedures, and regulations.
- Modern methods and techniques of marketing and customer service.
- Market and customer research methods for development of products and services.
- Electric power and water usage.
- Office methods, procedures, and equipment.

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MINIMUM QUALIFICATIONS: AA degree is required. Two years of energy management experience, preferably in a utility environment is desirable. Class 'C' Driver's License

ADDITIONAL REQUIREMENTS: May be required to work outside the traditional work schedule.

BI-LINGUAL INCENTIVE: This position pays an additional 5% for incumbents who can certify reading, writing and speaking proficiency in Spanish.