

Empire Electric Association, Inc.
Job Description

JOB TITLE: Energy Management Advisor

EXEMPT: Yes

JOB CODE: 22-2371

SALARY LEVEL: \$60,000 + DOE

DIVISION: Management

SHIFT: Varies

DEPARTMENT: Member Engagement

LOCATION: Cortez, CO

REPORTS TO: Member Engagement Manager

PREPARED BY: Human Resources

Approved by: Chris Snyder

DATE: 07/12/2021

SUMMARY:

Is responsible for developing, implementing, and maintaining programs and services for the Cooperative that will promote the efficient use of electric service and promote good will and understanding between the Cooperative and its member-owners/customers. Advises and assists customers in understanding the Cooperative's objectives, policies, tariffs, plans and goals to provide the best service possible for the customer in order that the customer better understands his/her role and responsibilities as a member-owner.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Investigates and addresses billing issues forwarded from EEA's billing department.
- Investigates and advises members when notices of unusual kWh consumption or poor service quality are received. Conducts site visits to resolve these issues as needed.
- Investigates member damage complaints to determine facts for insurance claims. Coordinates claim filing with other departments and submits to insurance company.
- Keeps in contact with key accounts (large and/or significant loads). Responsibilities include helping the key account members to understand their rate and assisting with energy efficiency goals.
- Reviews Large Power/Commercial accounts each month to assure billing accuracy.
- First point of contact for individuals wanting to interconnect with our system. Provides information on EEA's and Tri-State's policies for interconnection and purchase power agreements.
- Develops, implements, and promotes educational and public relations programs relating to energy efficiency, conservation, renewable generation, and power quality.
- Provides monthly activity reports to the Member Engagement Manager.
- Is involved in technical analysis associated with energy efficiency and conservation efforts. This includes performing energy audits and using the tools and techniques currently available for monitoring and analyzing data.
- Assists with the rebate auditing requirements for Tri-State's Energy Efficiency Products Program. This includes associated audits for commercial lighting retrofits, heat pumps and split system air conditioners, tracking check requests, and crediting accounts or mailing checks.
- Responsible for public appearances, meetings, promotions, programs, presentations and other activities on behalf of the Cooperative. This includes marketing displays at home shows, fairs, etc.
- Attends meetings, special courses and seminars to facilitate training, keep informed and stay abreast with current industry trends. This may require occasional travel from the area.

- Attends and participates in staff meetings, strategic planning, and other internal meetings as directed.
- Acts in the capacity of member advocate by providing feedback to all other departments regarding member service issues and works with field personnel regarding member issues.
- Serves as energy advisor for new construction and retrofit conversions.
- Responsible for the net metering annual true-ups, Renewable Energy Credit reporting, Green Power purchase requirements, member notifications and check requests.
- Responsible for completing and submitting annual Energy Information Administration 861 report.
- Coordinates with Member Engagement Manager and System Operations to disseminate news releases to the media as needed.
- May be called on to assist with outage emergencies or after-hours billing questions.

SUPERVISORY RESPONSIBILITIES:

This job has no direct supervisory responsibilities.

OTHER DUTIES AND RESPONSIBILITIES:

The above statements are intended to describe the general nature and level of work being performed in this job. This description is not intended to be an all-inclusive list of responsibilities, duties and requirements for personnel in this position. Other duties may be assigned. If other duties are assigned, employee shall have knowledge of area or be given training for other duty.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

Bachelor of Arts (BA) or Bachelor of Science (BS) degree from a four-year college or university; or equivalent five years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

- Ability to read, to analyze, and to interpret common technical journals, financial reports, and legal documents.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to effectively present grammatically correct information to top management, employees, public groups, legislative bodies and/or board of directors.
- Good public speaking skills.

MATHEMATICAL SKILLS:

- Ability to calculate figures and amounts such as KWH and KW Usage, power factors, load factors, basic electricity calculations, interest, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.
- Ability to apply good numerical analysis skills to perform complicated rate comparisons including Large Power and Large Power Coincident Demand calculations.

REASONING ABILITY:

- Ability to define problems, to collect data, to establish facts, and to draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Must have the ability to organize work and files, and to work independently.

CERTIFICATES, LICENSES, REGISTRATIONS:

Valid Colorado Driver's License

OTHER SKILLS and ABILITIES:

Should possess, or develop within one year, knowledge of and be able to intelligently discuss an understanding of the following:

- The Cooperative's mission statement.
- The Cooperative's Board Policies and their applications.
- The Cooperative's Bylaws and Articles of Incorporation.
- The Cooperative's Rules and Regulations, including a detailed understanding of the Cooperative's service levels and extension regulations.
- The Cooperative's Rate Tariffs and their detailed application.
- Electric generation issues, including but not limited to Tri-State's resources, new technologies, renewable resources, and the effect of distributed generation on EEA's system.
- The National Electrical Safety Code, National Electric Code, State Electric Inspectors and their relationship with the Cooperative.
- A fundamental understanding of basic electricity.
- The Cooperative's strategic goals and how this position helps to achieve those goals.

Must be able to deal discreetly with confidential information.

Computer skills with knowledge of spreadsheet, word processing, publication programs, and any special software used for technical energy consumption analysis is required or is to be obtained within six (6) months from date of acceptance of position.

Must be able to work with all members of the public, no matter their temperament, education, or background.

Ability to operate equipment needed to perform energy audits.

Must be a self-starter who can work independently with minimal supervision.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to use hands to handle or feel objects, tools, or controls and reach with hands and arms. The employee is occasionally required to stand; walk; sit; climb or balance; and stoop, kneel, or crawl.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to risk of electrical shock.

The noise level in the work environment is usually quiet with exception of audits of industrial applications.

THIS JOB DESCRIPTION IS NOT INTENDED TO BE ALL-INCLUSIVE. AN EMPLOYEE WILL ALSO PERFORM OTHER REASONABLY RELATED BUSINESS DUTIES AS ASSIGNED BY IMMEDIATE SUPERVISOR AND OTHER MANAGEMENT AS REQUIRED.

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