

City of San José, CA

Deputy Director - Community Energy Department

About the Department

The Community Energy Department is seeking qualified candidates who are passionate about the environment, driven, creative, and who have a desire to be part of making a difference in their community. This is an exciting opportunity to lead positive change and take ownership and pride in being a part of a newly created department at the City of San Jose as it becomes fully operational and begins providing valuable services.

Positions & Duties

To help accomplish its goal of being both innovative and environmentally responsible, the City of San Jose created the Community Energy Department in August 2017, to administer San Jose Clean Energy, the City's brand new Community Choice Energy (CCE) program. The mission of the Community Energy Department is to reduce Citywide greenhouse gas emissions, lower energy rates, and provide our community with a choice of energy providers, in addition to providing transparency, accountability, and outstanding customer service. For more information on the development the Community Energy Department, please [click here](#).

The City of San José is seeking an experienced Deputy Director to oversee all Customer Account Management, Marketing, and Communications functions for the Department.

The Community Energy Department will begin a phased process of rolling out clean energy services to municipal facilities, residents, and commercial customers in 2018 and 2019. To ensure that services are successfully rolled out to over 350,000 customer accounts, including residential and commercial customers, it is critical that the Deputy Director is skilled in aspects of customer account management. This position reports to the Director of Community Energy and will be responsible for customer relations, account and billing services, business development, community engagement, and marketing and communications.

The Deputy Director will oversee all internal and contracted services for data management, billing services, and the customer call center. He/she will manage the contractor and liaise with PG&E and customers to resolve all customer issues and ensure that the department is providing excellent customer service.

They will also manage all press releases and will serve as a liaison with the media and community groups to ensure the department is responsive to community concerns. He/she will oversee all department marketing strategies and communications including, print, social media, e-newsletters, and the department's website.

He/she will provide direction, guidance, and review of community outreach plans as well as business development plans to increase customer participation and support customer retention. He/she will work collaboratively with City Council and the Community Advisory Commission to develop programs that are responsive to customer needs as well as oversee customer communications regarding rates and billing issues.

The position requires a strong communicator with strong strategic and tactical abilities for a position in the City's new Community Energy Department. The successful candidate will demonstrate excellent writing and presentation skills, and have substantial experience developing and executing effective communication plans using a wide range of approaches, including traditional and new media. Creativity, good judgment, and initiative are essential characteristics for a successful candidate. Candidates with public sector, corporate, or public relations agency experience are invited to apply.

A cover letter and resume is required for this position.

Selection Process

The selection process will consist of an evaluation of the applicant's training and experience based on the application, cover letter and resume and responses to the Job Questions. Only the candidates whose backgrounds best match the position will be invited to proceed in the selection process. Additional phases of the selection process will consist of one or more interviews

You will be prompted to answer the following job-specific questions during the online application process. Please note that there is a 4,000-character limit, including spaces, for each text response.

- Please provide the name of the college or university and the field in which you obtained your degree.
- Do you have six (6) years of increasingly responsible experience in senior level administrative and/or analytic work in a public or private agency? If yes, please describe your experience including where you obtained your experience the

scope of your responsibilities, and the number of years in each position held. Include dates of employment, name of employer(s), job title, and primary duties.

- Describe your account management experience including managing complex data streams and billing issues.
- Describe your customer development or sales experience managing a wide variety of customer types, such as residents, large tech companies, public agencies, etc. Describe how you effectively managed their varied needs.
- Do you have experience developing and implementing a communications and/or marketing plan for diverse audiences? If yes, please describe how you approached and delivered this product, how you measured its results, and what you would do differently.

If you have questions about the duties of this classification, or the selection and hiring process, please contact Sarah Sanchez at sarah.sanchez@sanjoseca.gov.

INCOMPLETE APPLICATIONS AND APPLICATIONS NOT SUBMITTED AS DESCRIBED WILL NOT BE CONSIDERED.

After a careful review of applications, a limited number of applicants will be invited to participate in an interview process.

Qualifications

Minimum Qualifications

1. Education: Completion of advanced course work from an accredited college or university in business, public administration, or related field.
2. Experience: Six (6) years of increasingly responsible experience in senior level administrative and/or analytic work in a public or private agency. Experience managing a work unit equivalent to a major division within a City operating department is desirable.

Employment Eligibility: Federal law requires all employees to provide verification of their eligibility to work in this country. Please be informed that the City of San Jose will NOT sponsor, represent, or sign any documents related to visa applications/transfers for H1-B or any other type of visa which requires an employer application.

Additional Information

For more information about City benefits, [click here](#).

If your online application was successfully submitted, you will receive an automatic confirmation email to the email address you provided. IF YOU DO NOT RECEIVE THE CONFIRMATION, please email CityCareers@sanjoseca.gov and we will research the status of your application. Please contact Human Resources at (408) 535-1285, or Human.Resources@sanjoseca.gov if you have any questions.

The application deadline is 11:59 PM on the final filing date. Please allow adequate time to complete the application and submit before the deadline or the system may not save your application. If your online application was successfully submitted, you will receive an automatic confirmation email to the email address you provided. IF YOU DO NOT RECEIVE THE CONFIRMATION, please email CityCareers@sanjoseca.gov and we will research the status of your application. Please contact Human Resources at (408) 535-1285, or Human.Resources@sanjoseca.gov if you have any questions.