



Job Description

Job title: Energy Program Manager (EPM)
Department: Energy
Reports to: Deputy Executive Director

FLSA Status: Exempt

General Description

The Energy Program Manager (EPM) manages a department of a socially responsible non profit, including developing and executing for both weatherization and utility assistance. This includes, but is not limited to, managing the Low-Income Home Energy Assistance Program's (LIHEAP) Utility Assistance and Weatherization and Department of Energy contracts (DOE). Ensures Spectrum meets its obligations under the various energy contracts respecting our values of safety, quality, efficiency, documentation, and compliance.

The EPM must be proactive, have a high sense of accountability, and communicate well with a variety of people. The EPM oversees and is responsible for daily operations and customer service, contract compliance, subcontractor/supplier RFP's, contracts, performance, invoicing, business development, training, supervises and manages the Energy Program staff, including customer service and administrative staff.

Primary Responsibilities

- Operations: Ensure that production goals are met. Provide customers with excellent customer service; develop and track budgets and other financial and administrative responsibilities. Ensure the timely completion of all office support functions, including costing, purchasing, and invoicing and data entry.
 - Manages communications on a regular and timely basis, ensuring that all project stakeholders are informed of project status, problems, and required actions.
 - Manages the selection process and contract negotiations for subcontractors, and construction related vendors. Manages, assesses, and documents construction scope, describing the objectives, physical requirements, parameters, and constraints of the project.
- Systems: Develop and implement systems that assist Spectrum in achieving high levels of quality, efficiency, documentation, and compliance in meeting our contractual obligations.

- Contract Compliance: Maintain excellent relations with the California Department of Community Services and Development, which administers LIHEAP and DOE contracts; ensure contract compliance at every level.
- Management: Hire, train, supervise, and develop staff members; maintain a culture of continuous quality improvement and accountability. Stay active in daily communications with management. Improve staff technical abilities to enable flexibility and resilience to respond to crises, such as pandemics. Develop Key Performance Indicators for processes and goals. Conduct regular safety training, including office and job site training, in compliance with all OSHA and other applicable regulations.
- Growth Management: Work with Spectrum leadership to develop and execute a strong growth trajectory on a limited budget; compile monthly, quarterly, annual, and three-year plans and reports as required. Assess needs of low-income residents of Alameda County and find ways to assist and enhance their quality of life.
- Marketing and Outreach: Conduct community outreach and develop/maintain relationships with relevant government entities, businesses, other nonprofits, utilities, and other key referral sources; find and acquire new sources of funding to sustain and grow services, define and evaluate goals and actual results for all performance indicators.
- Perform other duties as assigned.

The minimum qualifications, physical demands and work environment characteristics described below are representative of those that must be met or will be encountered by an employee while performing the primary responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary responsibilities.

Minimum Qualifications

- High School Diploma/GED required. Bachelor's Degree or Associates Degree in Construction Management preferred
- California General Contractors license B required
- Solid government contract compliance experience
- Five years supervision and/or management experience
- Strong Management skills:
 - Proven track record of sound decision making.
 - Well organized, self-directed and highly motivated.
 - Demonstrated ability to hire, train, supervise and retain quality employees.
 - Strong business-to-consumer service orientation; skilled in working with the public and in diverse communities
 - Solid cost estimation, budgetary and data management.

- Proficient computer skills: email, spreadsheets, photos, presentations and social media marketing skills
- Bilingual/biliterate in (Spanish, Cantonese or Mandarin and English) desirable. Fluency in English required.
- Must have own transportation for use on the job, valid California Driver's License, proof of personal automobile insurance and acceptable driving record to our insurance provider.

Characteristics of a Successful Energy Manager

- Enthusiasm for working with people from different walks of life
- Great communication skills
- Great customer services skills and ability to work with difficult customers
- Ability to draw great performance from subcontractors and vendors at good prices
- Skilled in budgeting, making financial projections and writing reports
- Excellent project and contract compliance
- Ability to establish and maintain effective relationships with widely diverse groups, including individuals at all levels both within and outside the organization and gain their cooperation
- Ability to plan, organize, motivate, mentor, direct and evaluate the work of others
- Proficiency to prioritize work by making informed judgments and to develop solutions for complex problems
- Incorporate project management tools into daily operations
- Knowledge of local, state and federal regulatory requirements of residential energy efficiency and permitting
- Fundraising experience desired

Physical Demands

- This work requires the following physical activities: climbing, bending, stooping, kneeling, twisting, reaching, sitting, standing, walking, lifting up to 75 lbs.
- While performing the duties of this job the employee is regularly required to climb stairs and/or ladders, work on roofs, and crawl in tight spaces.
- Requires finger dexterity for tool usage; grasping and repetitive motions;
- Requires speaking, hearing, visual acuity, and mobility.

Work Environment

- The work is performed indoors and at times outdoors: while performing the duties of this job, the employee is occasionally exposed to work near moving motor vehicles and to risk of electrical shock

General Competencies

Interpersonal

- Strive for improvement in self and for Spectrum; make recommendations for improvements
- Respond timely to requests for information, service and assistance
- Demonstrate a positive and productive attitude; have an open mind and be objective, trustworthy, honest and ethical
- Maintain a high level of professionalism and confidentiality

Organizational

- Use and conserve organizational resources efficiently and effectively
- Prioritize and plan work activities
- Demonstrate consistency, reliability, accuracy and thoroughness
- Show respect and sensitivity toward cultural differences
- Promote a harassment and discrimination free environment
- Follow or exceed organizational standards
- Adhere to company policy and procedure; support Spectrum's goals and values

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.