

ENERGY PROGRAM TECHNICIAN

DEFINITION

To perform a variety of technical and administrative customer support duties related to electric utility conservation programs including public benefit programs, energy efficiency, renewable energy, and low income programs; to receive and respond to inquiries from the public related to energy conservation programs and available rebates; and to track a variety of data related to conservation efforts and rebate activities.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an Energy Services Account Representative or other assigned supervisor.

May provide technical or functional supervision to lower level personnel.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Review and verify technical documents, reports, plans and equipment specifications to determine qualification and compliance with rebate requirements; perform a variety of calculations including room size and air flow.

Receive, review and process a variety of rebates; determine eligibility consistent with rebate requirements.

Recertify customers participating in the electric low income and medical rate programs; collect and review application materials; review and make determinations regarding eligibility.

Provide assistance to customers regarding energy usage; review usage data and educate customers on efforts to reduce usage and on rate structure and bill payment history.

Provide assistance and information to customers regarding electric system outages; provide support for Electric Department response effort.

Collect, compile, track and review technical data related to assigned program; maintain accurate records of program activities and customer contact; generate reports of activities.

Review retrofit and new construction rebate applications for accuracy and required information and documentation; verify technical specifications of appliance and equipment information and efficiency levels.

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Maintain knowledge of changes in the industry, relevant state building codes and rebates offered by Roseville Electric and neighboring utilities.

Use and maintain specialized databases related to assigned program and produce a variety of financial and statistical reports.

Assist with the maintenance and implementation of new software technologies and systems.

Ensure compliance with related laws, codes, ordinances and requirements; advise developers and members of the public of rebate program requirements.

Provide a variety of general administrative support including, but not limited to, preparing correspondence, maintaining filing systems, and responding to general questions from the public.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related work as required.

MINIMUM QUALIFICATIONS

Knowledge of:

Residential energy efficiency measures, tactic and current technologies.

Principles of effective customer service.

English usage, spelling, punctuation and grammar; business correspondence.

Basic building design.

Modern office equipment and procedures including use of word processing, databases, and spreadsheet applications.

Business letter writing and report preparation.

Research methods and techniques.

English usage, spelling, punctuation and grammar; and arithmetic, basic mathematical calculations.

Report writing techniques.

Pertinent local, State and Federal laws, codes, ordinances, policies, rules and regulations.

Principles and procedures of record keeping and reporting.

Ability to:

Independently perform administrative, technical and customer service duties in support of energy efficiency programs.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Perform preliminary residential energy assessments and educate customers on applicable energy saving measures.

Interpret and apply Title 24 requirements and related laws, rules and ordinance.

Read and interpret building designs.

Interpret, apply and explain electric rates, rules, regulations, laws, policies and procedures.

Use a personal computer and a variety of software applications and databases.

Plan and organize workload.

Research, respond to and assist in the resolution of inquiries and complaints.

Develop and deliver outreach presentations related to assigned program.

Maintain a variety of records.

Prepare correspondence, memorandums, and routine financial and operational reports.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Three years of increasingly responsible administrative support or technical experience, preferably involving the processing of utility rebates.

AND

Training:

Equivalent to an Associate's degree from an accredited college with course work in business administration, finance, public administration or a related field.

License or Certificate

Possession of, or ability to obtain, a valid California driver's license.

02-09-13 Energy Program Technician
Customer Service Representative I/II