

JOB TITLE: ENERGY SERVICES REPRESENTATIVE

Department: Member Services
Grade:
Immediate Supervisor: PR & Member Services Manager

JOB OBJECTIVE

Our mission is to provide safe and reliable electric service to our members. Under the direction of the PR & Member Services Manager, the Energy Services Representative is responsible for developing and administering a comprehensive program to inform members of energy efficiency and renewable energy opportunities available through San Patricio Electric Cooperative.

Principle Accountabilities and Responsibilities

The task below constitutes the major activities of this position. The employee may or may not do all of the tasks listed below and may do additional tasks as required:

1. Develop and implement a comprehensive energy audit program designed to teach members to use energy wisely and improve home efficiency. Must be able to calculate energy saving opportunities and make energy-efficient home improvement recommendations.
2. Develop, implement and oversee an energy efficient appliance rebate program for the benefit of our members.
3. Inform members of renewable energy opportunities available through SPEC.
4. Answer high bill questions or concerns while promoting the cooperative's energy efficiency programs.
5. Establish a good working relationship with members and the general public.
6. Develop plans and procedures for gathering information and statistics required to further SPEC's credibility, assist members and conserve energy.
7. Prepare or organize training programs to teach SPEC employees, members and the public about energy efficiency and the programs offered by the cooperative.
8. Keep up to date on development within the electric industry.
9. Attend any schooling or training the cooperative requires.
10. Participate in planning the Annual Members Meeting and other member meetings.
11. Any other duties, as requested.

Education and Experience

A high school diploma is required. A trade, associate or bachelor degree in a technical field such as energy efficiency, engineering, or electrical preferred. Energy Auditor Certification a plus.

Knowledge, Skills and Abilities

This position requires superior oral and written communication skills. The ideal candidate has basic math skills and knowledge of computer related software and equipment. Bilingual language skills a plus.

The ideal candidate is able to interact positively with members, provide excellent customer service, is self-motivated, detail-oriented and has excellent time management and organizational skills.

This position requires contact with the public and requires the proper dress and decorum to maintain SPEC’s image

Must have a valid Texas Driver’s License.

Physical Characteristics/Working Conditions

This position will require work in an office environment, outside and within the homes of our members. The position will require continuous sitting at times and the use of a computer and phone. It also requires, at times: climbing ladders, stooping, kneeling, bending, walking, standing, reaching and lifting up to 50 pounds. This position will require some travel throughout our service territory.

Employee:

Date:

Supervisor:

Date: