SEEKS A SENIOR COMMERCIAL COORDINATOR
ABOUT US
Pioneer Community Energy is a Joint Powers Authority among the cities of Auburn, Colfax, Lincoln, Placerville, Rocklin, the Town of Loomis, and the Counties of Placer and El Dorado for the unincorporated areas of El Dorado and Placer County. Pioneer was created to provide local control over the electric supply with one of its primary goals to provide lower and more stable electricity rates to the residents and businesses within its member jurisdictions. Pioneer purchases the electric supply, while PG&E transmits and delivers the power over PG&E’s poles and wires. Pioneer is a not-for-profit government organization. As a local government agency, Pioneer does not pay income taxes, and unlike an investor owned utility, Pioneer does not make distributions to shareholders. Pioneer invests in the local community through lower rates and programs that benefit local residents and businesses. Pioneer also sets the rates for electricity that it procures and provides to its customers. Pioneer’s rates are stable and competitive when compared to PG&E. Enrollment started in February 2018 for Placer County and its Cities and Town and El Dorado County and Placerville started enrollment in January 2022. The Pioneer Community Energy office is located in Rocklin.

OUR COMMUNITIES
Pioneer’s service territory is in California and is part of the Greater Sacramento metropolitan area. Its territory is geographically in both the Sacramento Valley and Sierra Nevada regions. The territory includes quaint gold mining towns, and vibrant, thriving suburban areas, as well as a foothill region dotted with small ranchettes and farmlands. The foothills and higher elevations offer a wide variety of leisure and challenging recreational activities including white water rafting, water skiing and other water sports, snow skiing, hiking, fishing, street and mountain biking, and horseback riding. The median home price in Placer County is $495,000 and Placer County is home to Sierra College and William Jessup University. Whether you want to visit its many wineries and breweries, hike, bike or ride its many trails, or relax at beautiful Lake Tahoe, Pioneer territory offers something for everyone.

THE POSITION
The Senior Commercial Coordinator is responsible for developing and implementing strategies related to customer care, customer communications, and program support as it relates to Pioneer’s commercial customers as well as providing support to small to mid-size commercial customers regarding billing analysis. Duties include:

- Receiving, researching and responding to commercial customer questions and concerns; reviewing, researching and responding to questions related to billing and programs available to commercial customers.
- Preparing and providing detailed solar analysis and educating customers regarding solar systems and solar billing.
- Providing support to commercial customers as it relates to energy efficiency.
- Processing and tracking customer opt outs, opt ups and re-enrollments.
- Developing a variety of customer communication and outreach materials; creating and posting website and social media content; participating in community outreach events and making presentations regarding the services provided by Pioneer.
- Developing marketing materials and supporting efforts related to messaging and advertisement campaigns for small to mid-size commercial accounts.
- Evaluating outreach opportunities and making recommendations to management regarding Pioneer’s participation.
- Attending and staffing booth at community events, interacting and educating customers regarding Pioneer’s services and programs.
- Preparing and ensuring the dissemination of mailers related to polices and regulations impacting commercial customers.
- Coordinating with other CCA’s and PG&E regarding the creation of the annual joint rate mailer; coordinating for the production and dissemination to Pioneer customers.
- Providing billing related support including the maintenance and security of customer data, coordinating with PG&E on a variety of matters including customer service, data provisions, outages, infrastructure issues, and usage reports.
- Supporting call center by responding to escalated customer service matters and preparing/editing customer service scripts.
QUALIFICATIONS
Qualified candidates will possess a knowledge of utility billing structures, electric utility energy transmission and distribution and electric energy efficiency, electric renewable generation and electric conversion and have the ability to develop and maintain effective business relationships with Pioneer’s customers as it relates to energy efficiency, conservation and renewable energy.

EXPERIENCE AND EDUCATION
Any combination of experience and training that would provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the required knowledge, skills and abilities would be:

Experience:
Four years of increasingly responsible customer-facing experience.

Training:
Bachelor’s degree from an accredited college or university with major course work in Business Administration, Engineering, Communications, or a related field.

COMPENSATION PACKAGE
Salary - The salary range is $99,529 - $148,794, with placement dependent on qualifications.
Benefits - Pioneer’s offices are newly renovated, bright and modern with plentiful free parking. The office is conveniently located in Rocklin with quick and easy access to Interstate 80, and many shops and restaurants within walking distance, as well as two fitness centers on the same block. Additionally, Pioneer offers:
- 15 paid holidays including Christmas to New Years week
- 12 days paid personal and family sick and medical leave
- 3 days paid for bereavement leave
- 40 hours of Volunteer Paid Time Off to allow employees to support the community in which they work.
- Vacation at 10 days for 0-2 years of service, 12 days for 3-4 years of service, 15 days for 5-9 years of service, 20 days for 10-19 years of service, 25 days for 20+ years of service
- Excellent health insurance options, including medical, dental, and vision for employees and their dependents with Pioneer paying up to $1,891 per month for employee and dependent coverages
- Employer provided life insurance policy up to $100,000
- Contribution to a 401(a) deferred compensation plan ($1,000)
- Voluntary 457(b)
- Access to professional development opportunities and team-building activities

APPLICATION AND SELECTION PROCESS
To be considered, submit an application, cover letter, resume, three professional references, and responses to the following questions to Shellie Anderson at Bryce Consulting. The position is open until filled with the initial screening August 26th.

1. Tell us about your understanding in the development and implementation of an assigned account business plan.
2. Describe your experience is working with the business customers and developing these relationships.
3. Demonstrate your knowledge as it relates to performing onsite audits and supporting customer goals for improved energy efficiency and overall emissions reduction.

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