

Job Title: Distributed Energy Resource Program Coordinator**Location:** Headwaters**Department:** Conservation & Customer Solutions**Job Status:** Full-Time**Reports To:** Conservation & Customer Solutions Manager**Job Grade:** 208**Pay Status:** Non-Exempt**Date Created/Updated:** 7/14/2023

Position Summary

The Distributed Energy Resource Program Coordinator (“Program Coordinator”) plays a crucial role in assisting the development and operations of distributed energy resource (DER) initiatives and programs of the utility. This role supports the Resource Strategy team in designing, developing, operating and evaluating DER-related programs and processes and supports the Conservation and Customer Solutions team in providing consultation and customer service to residential and commercial customers on DER-related programs.

Reporting to the Conservation & Customer Solutions Manager, the Program Coordinator must possess strong problem solving, analysis, and program design and implementation skills to successfully deliver on program and organizational goals. Further, the Program Coordinator should possess strong interpersonal and leadership skills to create and cultivate internal and external working networks to accomplish goals. This position requires a service and results-oriented mentality to establish priorities, effectively manage workload, and to collaborate closely with a number of utility departments, including Electric Engineering, Electric Operations, Power Supply, Legal, Finance, Marketing, and our customers to drive the growth and success of DER initiatives.

Essential Duties & Responsibilities

POSITION SPECIFIC RESPONSIBILITIES

- Design, develop, implement, and evaluate programs and processes that support DER adoption by customers, interconnection and integration of DER into the NBU electric grid and power supply portfolio.
- Conduct market research and analysis to understand customer needs and emerging trends in DER
- Research DER policies, best practices, and legislation to recommend program and process improvement.
- In coordination with key departments, prepare studies, reports, proposals, presentations and marketing or other written materials for DER-related projects, products, and services to inform customers, City leadership, and other stakeholders.
- Coordinate and manage educational or outreach events, small projects, contracts, marketing, and on-line literature content to support DER programs.
- Prepare grant applications to obtain funding for programs.
- Review permit or plan revisions with project engineers and contractors.
- Provide technical advice to Conservation and Customer Solutions and Customer Service personnel.
- Streamline and improve internal operational workflows or processes, identifying areas for optimization and implementing best practices.
- Maintain documentation, track project progress, and prepare regular reports on operational metrics and key performance indicators (KPI’s).
- May provide leadership; lead cross-functional and departmental DER project teams; work assignments; evaluation; training; and guidance to others.

GENERAL RESPONSIBILITIES

- Maintain regular attendance generally and attend NBU required meetings and events.

- Adhere to NBU safety guidelines and practices at all times and in all situations.
- Maintain a clean and safe work area, office, field site and vehicle as applicable.
- Adhere to NBU policies and procedures.
- Exemplify NBU Core Values (Safety, Team, Integrity, Culture, and Stewardship).

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors

Other: Experience may substitute for education

Work Experience Time Frame: Three Years or

requirement. Masters Degree may substitute for experience

More Field of Study: Any

up to two (2) years.

Certification and Licensures Requirements

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Other Minimum Qualifications

- Passion for DER and energy efficiency efforts.
- Experience working on DER or other energy programs for utility and/or local government.
- Excellent communication, written, and interpersonal skills.; Ability to explain technical or industry-specific information effectively to a diverse stakeholder base.
- Be able to problem solve in ambiguous situations.
- Experience with data entry and quantitative analyses.
- Ability to accomplish tasks by effectively collaborating with multiple co-owners.
- Exceptional organizational skill, attention to detail and ability to work independently as a self-motivated team player.
- Strong written and verbal communication skills with willingness to use phone, email and other methods to most effectively engage audiences.
- Experience working with stakeholders and clients from the public and private sectors, and comfortable communicating with the general public about program goals and requirements.
- “Customer service” ethic and strong professional skills to serve our customers and program partners.

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
Arc GIS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Microsoft Publisher	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Software Knowledge

Preferred but not required: Laserfische, CityWorks, Harris NorthStar, ArcGIS, SmartSheet, MeterSense

Experience with Machines, Tools, Equipment and Other Work Aids

Computer, Printer, Fax Machine, Infrared Camera, Motor Vehicle, Calculator, Desk Phone, Radio, Copier, Camera, iPhone, General Hand and Power Tools, Postage Machine

Physical Demands

Standing: Frequently

- ☒ Making Presentations
- ☒ Observing Work Sites
- ☐ Observing Work Duties
- ☒ Communication with Co-Workers

Fine Dexterity: Constantly

- ☒ Computer Keyboard
- ☒ Telephone Keypad
- ☒ Calculator
- ☒ Calibrating Equipment

Walking: Frequently

- ☒ To Other Departments/Office/Office Equipment
- ☒ Around Worksite

Carrying: Occasionally

- ☒ Supplies
- ☒ Equipment
- ☒ Files

Sitting: Constantly

- ☒ Desk Work
- ☒ Meetings
- ☐ Driving

Reaching: Frequently

- ☒ For Supplies
- ☒ For Files

Handling: Constantly

- ☒ Paperwork
- ☒ Monies

Kneeling: Occasionally

- ☒ Filing in Lower Drawers

- ☒ Retrieving Items from Lower Shelves/Ground

Pushing/Pulling: Occasionally

- ☒ File Drawers
- ☒ Equipment
- ☒ Table and Chairs
- ☐ Hose

Climbing: Rarely

- ☒ Stairs
- ☒ Ladder
- ☒ Step Stool
- ☒ Onto Equipment

Vision: Constantly

- ☒ Reading
- ☒ Computer Screen
- ☐ Driving
- ☒ Observing Worksite

Foot Controls: Never

- ☐ Driving
- ☐ Operating Heavy Equipment
- ☐ Dictaphone

Balancing: Rarely

- ☒ On Ladder
- ☒ On Equipment
- ☒ On Step Stool

Bending: Occasionally

- ☒ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground
- ☒ Making Repairs

Crouching: Occasionally
☒ Filing in Lower Drawers
☒ Retrieving Items from Lower Shelves/Ground

Crawling: Rarely
☒ Under Equipment
☒ Inside Attics/Pipes/Ditches

Hearing: Constantly
☒ Communication Via Telephone/Radio/To Co-

Other: [Click or tap here to enter text.](#)

Workers/Public
☒ Listening to Equipment

Twisting: Frequently
☒ From Computer to Telephone
☐ Getting Inside Vehicle

Talking: Constantly
☒ Communication Via Telephone/Radio/To-Co-Workers/Public

Environmental Factors

	Never	Seasonally	Several Times Per Year	Several Times Per Month	Several Times Per Week	Daily
Extreme Temperature (Heat, cold, extreme temp. change)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wetness and/or humidity (bodily discomfort from moisture)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise and Vibration (sufficient to cause hearing loss)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Electrical Hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Primary Work Environment: Office Environment

Other: Click or tap here to enter text.

Overall Strength Demands

- ☐ Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- ☐ Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- ☒ Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- ☐ Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- ☐ Very Heavy - Exerting 50 pounds constantly

Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Employee's Printed Name

Date