

JOB DESCRIPTION

Job Title: COMMERCIAL ENERGY SERVICES SPECIALIST **Date:** APRIL 30, 2019
Department: MEMBER SERVICES **Grade:** 10
Reports to: ENERGY SERVICES SUPERVISOR **Status:** EXEMPT

I.0 SUMMARY OF POSITION:

Responsible for providing energy efficiency services and technical expertise to the Cooperative's Commercial and Industrial members. This includes program development, marketing, appointment scheduling, site visits, energy and equipment assessments, data input and reporting, analysis of customer data, and project management aspects of the Cooperative's Commercial Demand Side Management (DSM) services.

Describe the major job activities in order of importance for which this job is held accountable

Essential duties/responsibilities/functions
Conducts technical aspects of KIUC's Commercial DSM Program that includes: advertising and marketing, scheduling and performing commercial energy assessments, promoting commercial incentive programs to meet targets. Identify and analyze efficiency measures, determine project cost feasibility, and generate and deliver reports. Responsible for monitoring program savings progress and meeting annual target goals. Coordinate program activities with participating trade allies, suppliers, state and local government agencies.
Provides an advisory role on technical knowledge of Energy Efficiency measures and services for KIUC's members. These services may include: Power factor evaluation , billing calculation assistance and instruction, rate information, technical review of new or upgrades to building plans, and basic training on electricity, motor protection, heating, ventilation and air conditioning (HVAC), central plant operation and optimization, refrigeration, energy management system functionality, and equipment energy cost.
Assist Energy Services department with program activities and events, managing trade ally, supplier, and contractor agreements, developing and maintaining business relationships with KIUC's key accounts.
Promote good electrical safety practices.
Provide technical support and other related functions to all KIUC departments as needed.
Perform other duties as required.

II. DIMENSIONS (for supervisor level and above):

Operating Budget:

Capital Budget

of Direct Reports:

of Indirect Reports: (including contractors and temporaries):

Annual Sales Objectives:

Annual Revenues:

Impact of Job: Members Board President & CEO Department Heads
 Employees Other Consultants/Vendors

III. JOB SPECIFICATIONS:

1. Kind and Length of Experience:

- Minimum seven (7) years technical experience in one or more of the following areas: hotel/resort electrical/mechanical equipment, industrial applications such as manufacturing or processing plants, or facility/building maintenance;
 - Experience in interacting with customers, problem solving, and conflict resolution;
 - Demonstrated relationship building, teamwork, and community relations;
 - Demonstrated initiative, quality management, goal setting, and results attainment.
- 2. Specialized Knowledge, Skills, and Abilities:**
- Must have general working knowledge of commercial equipment operation
 - Must have general working knowledge of processing and manufacturing uses of steam, gas, and electrical energy
 - Must have general understanding of utility rate principles
 - Must have general knowledge of life-cycle economic analysis, time value of money applied
 - Ability to work with and direct personnel to include motivation, training and leading personnel in a positive manner and respectful atmosphere
 - Customer relations background
 - Strong time management skills
 - Self-supervised and self-motivated
- 3. Knowledge/Education/Certification/License Requirements:**
- Associate, Technical, Trade School Degree or equivalent work experience required
 - Must have basic understanding of single and three phase voltages up to 480VAC
 - Must be certified or be eligible to become a Certified Energy Manager (CEM) within 1 yr. from hire
 - Must have or be able to obtain a State of Hawaii driver's license and be able to drive a vehicle with a standard transmission
- 4. Language Skills:**
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations
 - Ability to write reports, business correspondence, and procedure manuals
 - Ability to effectively present information and respond to questions from Board of Directors, Senior Staff, employees, customers, vendors, contractors, and the general public
 - Must possess excellent interpersonal skills and organizational skills to handle multiple priorities
- 5. Mathematical Skills:**
- Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations
 - Ability to work with mathematical concepts such as probability and statistical inference
 - Ability to apply complex mathematical concepts related to utility operations and engineering
 - Ability to analyze financial and accounting statements
- 6. Reasoning Ability:**
- Ability to define problems analyzes and collects data, establish facts, and draw valid conclusions, and communicate required corrective action
 - Ability to interpret an extensive variety of technical instruction in mathematical or diagram form and deal with several abstract and concrete variables
- 7. Physical Requirements:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.
- Regularly required to sit, use hands to finger, handle, or feel objects, tools, or controls; and to talk and hear
 - Required to walk, bend, and reach with hands and arms
 - Must occasionally lift, carry, and/or move up to 45 pounds
 - Required to travel to and from KIUC and customer locations and occasionally off island

8. Environmental Factors: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- The noise, heat, and dust level in the work environment is as would be encountered in normal commercial/industrial sites
- Working beyond the normal work week (i.e. 7 to 4, Monday through Friday) may be required in order to perform the job duties of this position and/or meet essential deadlines

IV. PROBLEM SOLVING:

1. Typical Problems:

- Community/customer acceptance of Commercial DSM measures; their perception of the value of using energy efficiently.
- Identify equipment energy usage, ways to reduce member’s energy consumption, and calculate projected savings. Creative solutions to problems like air conditioning strategies.

2. Most Complex Problems:

- Validating consultant estimates of energy savings on Commercial DSM projects.
- Convincing members to accept high cost measures such as chiller retrofits and energy efficient motor replacement.
- Educating maintenance personnel on the benefits of proper equipment maintenance and operation.

V. AUTHORITY AND DECISION MAKING

1. What typical decisions does this job have complete authority for making?

- Day-to-day managing of appointments and workload.
- Routine communications with customers, trade allies, consultants.

2. What typical decisions must be referred to others for approval? To whom do you refer these decisions?

The following decisions are referred to the Member Services Manager or President & CEO:

- Approval of annual budget and incentive expenditures for Commercial DSM projects.
- Review of sensitive situations, which may or will cause operational or public relations problems for the company.

VI. LIST KEY CUSTOMERS:

	External/Internal
Energy Services staff	Internal
Member Services staff	Internal
Engineering staff	Internal
Communications staff	Internal
Financial and Corporate Services staff	Internal
Commercial member representatives, engineers, trade allies, vendors, customers, advisory groups	External

** This job description documents the general nature and level of work but is not intended to be a comprehensive list of all activities, duties and responsibilities required of job incumbents. Consequently, job incumbents may be asked to perform other duties as required. The information documented on the Job Description is not to be considered final until it is reviewed and approved by the President & CEO.*

Signature:

/s/ Debra Santiago

Date:

04/30/2019

Immediate Supervisor

For HR Use Only			
Date Evaluated: 04/30/19	Evaluated By: Sr Staff		
Grade: 10	Points: 986	<input checked="" type="checkbox"/> Exempt	<input type="checkbox"/> Non-Exempt
Department Head Signature: <i>/s/ Maile Alfiler</i>		Date:	<i>04/30/2019</i>
President & CEO Signature: <i>/s/ David J. Bissell</i>		Date:	<i>04/30/2019</i>