Sustainable Westchester Inc

Job Description: Program Director, Westchester Power Program

The Program Director is responsible for leadership activities in pursuit of the overall goals of the innovative, first-of-its-kind-in-New-York Westchester Power Program.

The Program Director will oversee the day-to-day operations of the program. The Program Director will manage part-time and full-time staff, and will maintain relationships with community leadership as well as energy suppliers and technology vendors. The operational efficacy of Westchester Power hinges on the Director demonstrating competency in all aspects of the program. Candidates should have a commitment to community organizing and willingness to learn and adapt to an ever-changing landscape in the New York State energy markets. The Director is expected to attend and/or present at meetings and events in the evening and on the weekend. The Program Director reports to the Executive Director of Sustainable Westchester.

Essential Duties and Responsibilities

- Develop content for and execute community outreach and engagement activities in participating and non-participating municipalities, including communications to existing or potential customers, marketing materials, presentations, and reporting.
- Monitor customer service activity: match staff to call volume, quality control, script revisions, review protocol, speak directly with dissatisfied customers.
- Oversee program website and data management functionality including customer onboarding, delivery of customer data and account transactions to energy suppliers, receipt of customer data from utilities.
- Supervise part-time and full-time staff of Westchester Power, including training and ongoing staff development.
- Foster and maintain relationships with the elected officials and key community stakeholders in all participating municipalities, regularly updating progress and responding to questions and concerns.
- Manage program budget and reports status to Sustainable Westchester Executive Director.
- Coordinate and track work scopes, deliverables, payables and receivables of technology and other contracted vendors.
- Execute required program reporting requirements to state regulators as well as community officials.
- Plan promotional community events, and program presence at local fairs and festivals, and grows program’s social media presence.
- Develop innovative initiatives including working to attract local renewable generation, and community-scale efficiency and/or resilience projects into Westchester County.
- Support Executive Director in coordinating this program with other programs offered or being developed by Sustainable Westchester to optimize overall synergy and compatibility for Sustainable Westchester.
- Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
Qualification Requirements

- The position is based in Westchester County (at an office space location to be determined), and requires regular travel to offsite meetings and events across the County. The candidate must have a clean driver’s license and access to a reliable fully-insured automobile.
- The position requires some weekend and evening attendance at community events.
- Meeting and duties include participating in and organizing community events, municipal and civic group meetings, volunteer training and other activities.
- All candidates must demonstrate a commitment to the mission, values, and philosophy of Sustainable Westchester.
- Familiarity with electricity supply markets and/or local government a major plus.
- All candidates must demonstrate strong leadership skills; aptitude for problem-solving; ability to determine solutions for customers (consultative approach) and must possess excellent verbal and written communication skills.
- All candidates must demonstrate must be results-orientated and able to work both independently and within a team environment.
- A post-secondary degree and 5 years of related experience or equivalent.
- Fluency with MS Office Suite (Word, Excel, etc) is required, and familiarity with social media and design tools (such as Adobe Creative Suite) is a preferred.

Compensation and timing

Sustainable Westchester anticipates hiring staff for a start date of April 1, 2016, but reserves the right to hire full time staff at any time. Compensation will be commensurate with experience. Sustainable Westchester is an Equal Employment Opportunity Employer committed to a diverse workforce.

Submission of interest

Interested candidates must submit inquiries by email to Glenn Weinberg, Interim Program Director gweinberg@sustainablewestchester.org.

- The email’s subject line must read: “Program Director Job.”
- Applications must include a resume not to exceed 2 pages as well as a cover letter not to exceed 2 pages.
- Neither resume nor letter may use a font smaller than 10 point in type size. The document must have at least 1 inch margins.

About Sustainable Westchester

Sustainable Westchester is a New York not-for-profit corporation, with 501(c)(3) status, whose membership consists of 40 municipalities is Westchester County, representing more than 330,000 households and small businesses. Sustainable Westchester was founded to generate equitable and ecologically responsible economic growth through innovative, participatory, and replicable initiatives. Member municipalities collaborate on ecologically sustainable programs that stimulate the local economy and secure the health and well-being of Westchester residents now and in the future. SW facilitates effective sustainability initiatives, engages community stakeholders, and shares tools, resources, and
incentives to create healthier, vibrant and attractive communities, now and in the future.
http://sustainablewestchester.org/

About Westchester Power

Sustainable Westchester has been granted approval by the NYS Public Service Commission (PSC) to implement the first Community Choice Aggregation (CCA) program in New York State for its municipal members. SW has been working to bring CCA to New York State for over four years, and has been responsible for drafting all statewide and local CCA legislation. The Sustainable Westchester CCA is a demonstration program for both electricity and natural gas customers, and the PSC intends to gather data and experience from SW to inform a forthcoming Order that will define statewide rulemaking.

Sustainable Westchester will serve as Program Manager for the Westchester Power Program (a/k/a Community Choice Aggregation) with participating cities, towns and villages of Westchester County. Through the Program, local governments and their constituents are achieving a powerful range of objectives:

- Competitive, often significantly lower, electricity rates.
- Transition to a cleaner, more efficient energy supply.
- Consumer choice, consumer protection, and local control.
- Local jobs creation and economic development.
- Local delivery channel for new and existing energy programs such as feed-in-tariff, net energy metering, energy efficiency retrofits, PACE financing, distributed rooftop and community-shared solar, and demand response technologies.
- Development of new power projects to augment contracted power.

http://sustainablewestchester.org/community-toolkits/cca

{last revised March 22, 2016}

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