



Job Description: Westchester Power Operations Manager

The Westchester Power program, the first community energy program of its kind in New York State, procures electricity for over 100,000 residents and small businesses in 28 participating municipalities. Since its launch by Sustainable Westchester in 2016 it has mitigated 775,000 tons of CO2 through the purchase of clean renewable energy, leading the local transition to a clean energy economy.

The Operations Manager reports to the Program Director and is responsible for the successful execution of all program plan activity for Westchester Power. The right candidate will apply their organizational, communications and analytical skills to the continued acceleration and expansion of clean energy uptake in the service of our municipal members.

Essential Duties and Responsibilities

Program Operations

- Establishing and maintaining detailed schedules for program activity and processes.
- Organizing newly eligible customer mailings – requesting data from utilities, working out the schedule with suppliers, updating notification letter formats.
- Organizing contract renewal and bidding activity.
- Assisting the Program Director to prepare compliance documentation updates.
- Assessing the needs for, and working with the Director of Communications to periodically update program materials.

Outreach

- Based on contract and regulatory requirements, establish and manage the overall compliance outreach scheduling goals.
- Provide direct community outreach, participating in and organizing community events, municipal and civic group meetings and other activities, and recording them in the Customer Relationship Management system to facilitate compliance reporting and program development
- Foster and maintain relationships with elected officials and key community stakeholders in participating municipalities, regularly updating progress and responding to questions and concerns.
- Under the supervision of the Director of Communications, participate in dialogues in local social media to ensure accurate information and timely responses are provided

Additional Responsibilities:

- Provide phone support for Westchester Power or other program customers when volumes require and to get first-hand feedback about the program.



- Master and adhere to Sustainable Westchester’s data security and quality policies and procedures.
- Participate in sustainable operations practices.
- Take advantage of training and learning opportunities provided by the organization.

Qualification Requirements:

- A post-secondary degree.
- Minimum of 2-4 years of related experience.
- The position is based in Westchester County, and when COVID/public health considerations permit in the future, requires regular travel to offsite meetings and events across the County. The candidate must have a valid driver’s license and reliable fully insured automobile.
- Occasional weekend and frequent evening attendance at community events.
- Commitment to the mission, values, and philosophy of Sustainable Westchester.
- Aptitude for problem-solving; ability to determine solutions for customers (consultative approach)
- Excellent verbal and written communication skills.
- Results-oriented and able to work both independently and within a team environment.
- Strong spreadsheet proficiency and data analysis skills required.

25% Local travel required for this position.

Benefits: Paid time off; Health insurance

Job Type: Full-time

Schedule:

Spanish language proficiency a plus

- Monday to Friday, 9am – 5pm
- Evening and weekend meetings required

To apply: please send cover letter and resume to HR@sustainablewestchester.org

Sustainable Westchester is an environmental non-profit organization dedicated to improving the quality of life in Westchester County by promoting programs that benefit our local communities - energy conservation, reduction of greenhouse gases, food scrap composting, waste reduction, community solar, electric vehicles and more.