



# JOB DESCRIPTION

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**POSITION:** UTILITY SERVICES ADVISOR I

**HEADQUARTERS:** Carlsborg

**STATUS:** Regular, Part time, Non-Exempt Staff Position

**WORK WEEK:** Monday-Thursday, varying hours between 6:30 a.m. – 5:00 p.m.

**SUPERVISOR:** Utility Services Supervisor

**SALARY RANGE:** Range 19 (\$5,061 - \$8,226 per month)

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**PURPOSE:** Proactively identify and market appropriate energy and water efficiency products and services in order to address customers' utility needs. Perform activities necessary to promote and facilitate customer participation in the District's efficiency programs to achieve program goals and assist in accomplishment of the District's mission and goals.

**ESSENTIAL JOB FUNCTIONS:**

- Provide technical assistance regarding electric and water efficiency programs, measures and installation to customers and contractors.
- Actively promote customer, contractor and community participation in the District's utility services.
- Prepare and maintain tracking and reporting information required for the District's programs and related goals.
- Present information on utility services and products to public/private entities and various internal and external customer groups.
- Audit and verify customer and contractor compliance with program requirements and applicable codes and regulations.
- Analyze and recommend new programs that would assist in accomplishing the District's goals and develop plans for implementing new programs.
- Assist in the preparation and monitoring of the departmental budget.
- Participate in the development of annual marketing plans.
- Participate in accident prevention program, including training and compliance with applicable rules and regulations.
- Assist with compliance and documentation of regulatory laws from local, state, and federal directives associated with energy efficiency and power supply.
- Analysis of impacts from current or new regulatory compliance both financially to the District and the customers.

**ADDITIONAL JOB FUNCTIONS:**

- Work with strategic and major customers to provide a single point of contact and assure customer satisfaction.
- Identify additional utility products/services where the District can provide added value to customers.

### **ADDITIONAL JOB FUNCTIONS (continue):**

- Coordinate with necessary District employees (i.e., Engineering, Operations, Customer Service and Meter Department) to investigate and resolve power quality complaints from large and strategic customers.
- Other duties as assigned.

### **JOB STANDARDS:**

#### **Skills, Knowledge, and Abilities:**

- Must have the ability to develop and make high quality public presentations.
- Must have the ability to make sound decisions regarding the application of District policies and guidelines, as well as developing solutions to dealing with problem situations.
- Basic knowledge of building construction, energy efficiency, utility system operation, rate design and codes/regulations governing PUD's is required.
- Understanding of and application of statistics.
- Computation of electrical and thermal energy losses
- Must have the ability to prioritize, organize and perform job duties with a minimum of supervision and to make decisions compatible with prior instructions.
- Must have the ability to understand, follow and communicate accurate, clear and concise written and verbal information and instructions.
- Experience with word processing, advanced spreadsheet and relational database computer programs is required.
- Must have advanced math, reading and writing skills required for the job functions.
- Must develop a working knowledge of safe work practices and accident prevention procedures, tools and equipment related to job functions.
- Must have the ability to plan and organize work schedules and adjust to abrupt schedule changes.
- Basic knowledge of heating, ventilation, air conditioning, lighting, refrigeration systems and motor loads is required for certain job functions.
- Ability to understand and use architectural drawings and plans is required for certain job functions.
- Demonstrate a positive attitude, good work ethic, promptness in work arrival and in accomplishing all tasks.
- Develop a working knowledge of safe work practices, accident prevention procedures, tools and equipment as related to job functions.

#### **Experience and Training:**

- Associate degree in Engineering, Business or related field preferred or similar work experience.
- Must have computer application training or experience, including word processing relational database and advanced spreadsheet applications.
- Five years electrical utility or equivalent experience is preferred.
- Experience with relational sales strategies and techniques are required.

#### **Other Requirements:**

- Must pass a District physical examination and be able to perform essential job functions.
- Must have a valid Washington State driver's license and a safe driving record. Employees moving from out of state must obtain a Washington State license in accordance with Washington State law.

### **WORKING CONDITIONS:**

- The job functions will be performed in both indoor and outdoor environments in various weather conditions.
- The job functions include working with persons who exhibit many types of personalities and behaviors.
- Job functions on and around equipment will present the need for alertness and safety awareness.
- May encounter the need to work around hazardous materials, as well as insects and rodents.
- Some job functions are performed in enclosed, confined spaces.
- The job functions may require traversing areas covered by brush and trees where footing may be poor and the ground uneven and/or water soaked.

### **PHYSICAL REQUIREMENTS:**

- The work requires the ability to lift and carry up to 40 pounds and to shelve and remove files and other items to heights of 8 feet.
- The work requires the ability to answer questions and communicate with customers, coworkers and others in person and on the telephone.
- The work requires the ability to operate computers, office machines and equipment and District vehicles such as automobiles and pickup trucks.
- The work requires the ability to climb ladders and structures; to climb on, off and around trucks and equipment and to work in elevated positions up to 20 feet.
- Work activities involve combinations of climbing, walking, pushing, pulling, kneeling, bending, crawling, standing for extended periods, lifting and carrying and sitting for extended periods.

### **EQUIPMENT AND VEHICLES:**

- The job may require the use of computers, word processor, typewriter, telephone, copying machines, paper punch, paper cutter, calculator, ladders and basic hand and power tools.
- The job requires driving District vehicles such as automobiles and pickup trucks.
- Future work practices may necessitate the use of different equipment and vehicles.