



Title: C&EM Program Specialist

Location: Surrey or Kelowna, BC

Job Summary:

Reporting to the Conservation and Energy Management (C&EM) Program Manager, this position is responsible for leading the development, implementation and ongoing administration of FortisBC's C&EM projects/programs with goals of assisting residential/commercial/industrial/low income customers in reducing their electric/natural gas consumption, energy costs and GHG emissions and enhancing FortisBC's corporate reputation.

Key Accountabilities:

Lead the development, and implementation of new or revised C&EM programs/projects.

Prepare business cases for new programs/projects or modifications to existing programs/projects including justification and cost-effectiveness analysis.

Consult with other key FortisBC staff (e.g. Key Account Managers, Energy Solution Managers, Technical Advisors, etc.) to assist with the promotion of C&EM programs/projects to customers, contractors and vendors.

Identify appropriate technologies and program/project eligibility guidelines for effective design that maximizes participation and natural gas savings while minimizing costs, liaising with internal and external parties.

Identify and co-develop the collateral required to support the program/project and work with other groups (e.g. Corporate Communications, supporting vendors etc.) on developing communications plans for each program/project area as a whole.

Develop program/project application, terms and conditions and any other contractual documents in collaboration with legal services.

Oversee the ongoing administration of a suite of residential/commercial/industrial/low income energy efficiency and conservation programs/projects:

- Oversee the review and approval of program/project applications. Work with sales and contractor staff to resolve exceptional cases

- Oversee timely implementation of program/project plan and monitor customer escalations
- Review and approve tracking and activity spending reporting work performed by Marketing Coordinators
- Support the development of the relevant section(s) of the C&EM Annual Report to BCUC
- Consult with internal stakeholders (e.g. Key Account Managers, Energy Solutions Managers, Outreach Staff, Technical Advisors, etc.) to fulfill program/project delivery goals and training them on messaging, details and delivery tactics
- Approve and code program/project-related invoices
- Participate as required in program/project measurement, verification and evaluation protocols with Evaluation Team
- Ensure systems are in place to measure, track and improve customer satisfaction
- Establish program/project budgets and review expenditures and forecasts
- Review program/project and creative briefs
- Develop, manage and complete Request for Proposal (RFP) processes
- Oversee third-party contracts for program/project implementation and development as required.

Other related duties as assigned may include:

- Present results to internal and external stakeholders
- Supervise the activities of other team members including Marketing Coordinators
- Coordinate with functional departments and vendors when necessary to ensure goals and timelines are met
- Identify potential partners and collaborate with existing partners (such as BC Hydro and municipalities) for program/project contributions and delivery
- Develop partnership agreements in collaboration with potential partners and legal services.
- Direct secondary research on programs/projects at other utilities
- Lead write-ups and presentations for use in Regulatory and Stakeholder proceedings
- Consult with FortisBC Internal Audit team

Education and Experience:

- Diploma in Energy Management, Communications or a related discipline from a recognized program, plus a minimum of three (3) years of recent, related experience working with projects or program/project development.
- Valid BC Driver's License.
- PMP/CEM Designation would be an asset.

Technical Competencies:

- Knowledge of the principles of demand side management
- Strong interpersonal skills and experience working on a team
- Excellent verbal, written communication skills, and presentation skills
- Exceptional organizational skills - manage multiple tasks and meet deadlines

- Thorough working knowledge of MS Office tools
- Ability to develop program/project budgets and performance measures
- Ability to analyze revenues, expenses, sales activity and other measures for assigned programs/projects
- Knowledge of budgeting, financial control methods and techniques
- Knowledge of promotional methods, techniques, event planning and implementation
- Ability to participate in the organization and implementation of launches
- Ability to prepare RFP's, direct, monitor, administer and evaluate consulting contractor work
- Work experience or knowledge of utilities and/or regulated environments is desirable
- Knowledge of building energy systems/code is desirable
- Knowledge of building codes, building science, energy systems or equipment is desirable

Additional Information:

- This position will require some travel away from the base office to within the geographic area of coverage.