



Chugach Electric Association, Inc.
Position Description

Member Programs and Sustainability Specialist

Summary

This position is responsible for developing, implementing, and promoting member-focused energy programs while advancing the organization’s sustainability initiatives. The role involves designing and implementing member programs that align with member needs and organizational goals. It also includes leading program marketing efforts, such as public speaking, developing marketing and media materials, and engaging stakeholders to ensure program success. Additionally, the position tracks and analyzes sustainability metrics, manages internal sustainability initiatives, and collaborates with stakeholders to promote sustainable practices.

Essential Functions

- A. Develop, implement, manage, market, and evaluate energy services and member programs that meet Chugach’s strategic goals and provide value to Chugach’s members.
- B. Develop program criteria, including objectives, eligibility requirements, required resources, costs, timeline and communication plan.
- A. Execute program by coordinating personnel, managing timelines, following up, ensuring compliance, and maintaining records.
- B. Evaluate program outcomes to ensure objectives are achieved, communicate lessons learned, and apply results to future initiatives.
- C. Assist with the annual budget review and reconciliation.
- D. Develop and maintain energy services and member program content for multiple communication mediums.
- E. Develop educational materials for members.
- F. Train Member Services staff regarding energy services and member programs offerings, high bill calls diagnoses and member outreach.
- G. Promote Chugach’s energy services and educate members regarding efficiency and conservation. Advise and assist members regarding their specific energy use and conservation efforts.
- H. Participate with local organizations and committees to promote Chugach member programs.
- I. Deliver presentations to both internal and external parties. Including instructing classes on energy efficiency and related topics.
- J. Manage department related Chugach events, such as Chugach’s Member Appreciation Week.
- K. Actively engage elementary, middle and high school students about energy efficiency and conservation.

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FLSA Classification: Non-Exempt	Bargaining Group: N/A	Salary Grade: 9	Job Code: 1553	Effective: December 2024



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Partner with utilities, local non-profit organizations and governmental agencies on annual energy efficiency school challenges.

- L. Purchase promotional items for members for Chugach’s Annual Meeting, various community events and special occasions.
- M. Serve as the point of contact and primary coordinator at various community events.
- N. Coordinate with commercial customers and internal staff to provide specialized knowledge and expertise regarding energy efficiency and conservation inquiries.
- O. Collect, monitor, and analyze data on sustainability metrics.
- P. Manage and oversee internal sustainability initiatives.
- Q. Assist in the preparation of sustainability and energy efficiency reports.
- R. Other duties may be assigned.

Relationships

Internal

- Manager, Key Account &Sustainability: Reports to, receives direction, guidance and decisions from.
- Business Development: Coordinate with, exchange information. Receive and provide member program information.
- Member Services: Coordinate with, exchange information. Provide guidance and training regarding specific member programs.
- Chugach staff and employees: Exchange information and coordinate with, as necessary.

External

- Bargaining Unit Representatives
- Member Owners: Seek information from, train and provide information specific to member programs; including energy efficiency and conservation.
- Other Utilities: Represent Chugach in discussions and related joint activities dealing with members.
- Community/Business: Work with business community groups, trade organizations, and business leaders as liaison and representative for Chugach.
- Government Agencies: Work with agency representatives to stay current of changes to regulations and disseminate information on Association programs.
- Vendors: Exchange information, review maintenance and performance agreements and processes invoices for payment.

Competencies

1. Proven ability to develop programs and manage projects, to include timelines, budgeting and program evaluation outcomes.

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2. Applied knowledge of organizational dynamics, interpersonal relationships and motivational techniques and strategies.
3. Knowledge of the community, non-profit and business sectors. Ability to stay current with business community news and events.
4. Possess strong interpersonal and communication skills and have the ability to effectively present information to a variety of different audiences. Stakeholder engagement and relationship-building skills.
5. Experience with community engagement and event coordination.
6. Ability to train and support staff in an effective manner.
7. Competency in tracking, analyzing and reporting metrics.
8. Effective written and oral communication skills.
9. Knowledge and understanding of electrical use and measurement techniques, including basic understanding of conservation and efficiency issues.
10. Effective project and time management skills and the ability to work independently.

Supervisory Responsibility

This position does not have any supervisory responsibility.

Work Environment

Work is performed in a standard office environment with regular hours of work. Some travel may be required. May be required to attend board or other meetings outside of normal work hours. Willingness to work at community events, often outside traditional office hours. The ability to set up and tear down booths and exhibits for events.

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Signatures

Reviewed and Approved by:

12/20/2024

Date _____

Chief Strategic Officer

12/20/2024

Date _____

VP, Human Resources

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Minimum Qualifications and Experience

Education

Bachelor's degree in sustainability, energy management, communications or a related field, required.

Experience

Five (5) years of progressively responsible experience in program management, communication and outreach, marketing, public relations or related responsibilities, required. Experience to include responsibilities involving public presentations to large audiences, project management and education/communication material development. Proficiency in data analysis and experience with sustainability reporting tools, preferred. Experience in the utility industry or energy efficiency expertise, preferred.

Substitution

Additional related experience may be substituted for the required education on a year-for-year basis.

License/Certifications

Valid driver license with the ability to be covered by organization's insurance, required.

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