

A & N Electric Cooperative

Job Description and Specifications



Job Title:	Strategic Engagement Facilitator	FLSA Status:	<input checked="" type="checkbox"/> Salaried	<input type="checkbox"/> Hourly
Department:	Corporate Services	Union Status	<input checked="" type="checkbox"/> Non-Union	<input type="checkbox"/> Union
Reports To:	VP, Corporate Services	Revision Date:	07/26/2022	

Synopsis of Job Requirements:

- The Strategic Engagement Facilitator (SEF) must have an interest in and the capacity to gain a working knowledge of many concepts and achieve proficiency in multiple skills.
- The SEF is called upon to aid all departments and employees and augment their efforts in all areas of the cooperative from strategic business planning and development to support of immediate operational, member services, and administrative responsibilities. The SEF may be called upon to provide supplemental support in areas such as new, innovative rate and tariff design or next generation technology evaluation and implementation to fundamental assistance with current rate and technology application and practices; assisting in regulatory, legislative and legal affairs and interfacing with members, large key accounts to small individual residential accounts, on day-to-day concerns related to their bills, products, services, and technologies offered by the coop.
- Often the SEF is presented opportunities in areas in which they have little experience or knowledge. This provides one of the most challenging and rewarding elements of the job - learning and becoming knowledgeable in new disciplines and proficient in new skills and supporting the coop with those new-found capability.

Objectives:

- This position requires practical energy industry experience and a fundamental understanding of the electric utility industry, the operating practices and business standards followed by the Cooperative, and electric cooperatives in general, as the SEF acts as a complementary resource to all levels of the cooperative to direct interface with cooperative members.
- Provide assistance with: strategic planning, business growth, new product and services development; evaluation and adoption of new and emerging technologies that support the business goals; overall business management and operations plans and initiatives.
- Act as the primary point of contact or liaison to the cooperative's largest members addressing issue and topics such as: rate and billing issues; energy (all sources) and efficiency related matters to support optimal energy utilization; act as an informational resource on regulatory, legislative, or legal energy related issues that may impact member operations; support and facilitate economic development and expansion; respond to other energy related issues as requested by the large member.
- Provide value-added benefit to all Cooperative members by providing prompt, efficient, courteous, and accurate responses to member's requests/inquiries under the guidance of the Cooperative's Member Services, Engineering and Operations departments.
- Support the cooperative and its employees and members by becoming knowledgeable and a resource in issues and topics that may not be directly covered under assigned departmental responsibilities. This areas requires the ability and interest in researching and becoming educated in disciplines which may be new and unfamiliar to the SEF.

Reporting Relationships: This position reports to Vice President of Corporate Services/CFO with indirect relationships to all department heads.

Duties and Responsibilities:

Key Accounts and Member Services

- Be aware of and support the achievement of annual and long-term business strategic plans, including both electric and non-electric business opportunities, to aid in the success of key and large C&I accounts, resulting in mutually beneficial business ventures.
- Develops and maintains a list of the large commercial and industrial accounts to be considered key accounts, to include all appropriate member employee contacts.
- Serves as the primary contact for all large commercial and industrial accounts considered key accounts. Assist MSRs with other member account relationships as requested.
- Serves as the primary contact for ODEC and PJM regarding any new programs or incentives, or any changes to existing programs, affecting any key accounts.
- Develops an ongoing list and makes calls on all potential large commercial and industrial consumers who have shown interest in locating within the cooperative service area or those who are considering expanding existing facilities.
- Ensures the timely flow of information to key engineering and operations personnel within the cooperative regarding new or expanding commercial and industrial loads.
- Makes visits to job sites and assist with any services and products that are beneficial to the customer and the cooperative.
- Identify, coordinate, and make recommendations for alternative rate applications, improving load factor, power factor and power quality.
- Identify, coordinate, and implement recommendations for other value-added products and services in support of C&I member requirements.
- Assist MSRs and billing requirements including proper application of metering parameters.
- Monitors and maintains any programs or services, offered by ANEC or ODEC, directly related to key accounts.
- Maintains contracts and all other correspondence and information concerning the cooperative's key accounts.
- Ensure all key account customers are informed as to any programs or incentives for which they would be eligible, and as to any changes to such programs or incentives.
- Develops and secures power supply and other contractual agreements that benefit the key customer and the Cooperative.
- Forms partnerships and relationships with other businesses and organizations that help the Cooperative meet key customer needs.
- Initiates and supports various communication methods such as periodic newsletters, e-mail, web page, and direct mailings.

Rates and Regulatory Affairs

- Support the development, implementation, and management of ANEC's regulatory strategy, rate case program, and policy research.
- Facilitate the exchange of information and education of cooperative employees, Board members, and members in pertinent regulatory, legislative, legal activity and issues as requested by Cooperative management.

- Provides supplemental support to ANEC rates teams and their related duties, including rate case preparation, tariff changes, annual regulatory commission reporting and other regulatory policy.
- Facilitate and assist with the development, approval, and implementation of new rates, tariffs, riders, and other rate related products to insure ANEC's rates are competitive in the marketplace, benefit the membership and support the cooperative's strategic plans and goals.
- Support and enhance the Cooperative's relationships with state regulator commissioners, commission staff, consumer advocates, interveners, and other parties interested in economic regulatory matters affecting the Company.
- Participate in various Association and the utility industry organizations, ensuring that ANEC is addressing current issues and preparing for future opportunities.
- Be a resource for information gathering and reporting, policy review and communication for affected parties regarding regulatory compliance and informational matters.
- Provide support for due diligence investigations for key acquisitions or contractual commitments
- Provide data and analysis to assist Cooperative management with understanding of impacts of various economic regulatory matters.

New and Emerging Technology and Business Development Liaison

- Identify opportunities and support annual and long-term business strategic plans focused on new and emerging technologies including both electric and non-electric business opportunities to the mutual benefit of ANEC and its members.
- Stays abreast of new electro-technologies, which may benefit ANEC and its members.
- Facilitate the evaluation, development and implementation of initiatives related to renewables, BESS, and other new technology.
- Provide assistance and support with economic development opportunities to affect expansion, market development, and Cooperative revenue growth.
- Research and provide informative reporting and updates on electric industry trends
- Acts as liaison with local government agencies and chambers of commerce to determine new locations of large commercial and industrial loads.

Relationships:

Internal:

- All ANEC Departments and employees: To coordinate and facilitate the exchange of information and services among departments to meet the needs of membership, key accounts and other ANEC departments, operations and employees.
- As requested: ANEC Executive team and Board of Directors: Inform of new developments, obtain information, guidance, and interpretation of policies; obtain necessary approvals.

External:

- Key Customers: Establish business relationships that will satisfy the objectives and goals of the key customer strategic plan.
- Power Suppliers: Maintain cooperative working relationships that will mutually benefit the key customers and ANEC.

- Suppliers: Obtain resources that will mutually benefit the key customers and ANEC.; stay current on new developments and projects; maintain congenial relationships that will result in an adequate source of supply and service.
- Local, County, State, & Federal Governmental Agencies: Stay informed on regulations and jointly work on mutually beneficial endeavors.
- Educational Institutions: Participate in special courses and meetings to improve technical skills and obtain professional advice and services.
- Utility Companies: Coordinate and work jointly on mutually beneficial projects.
- Business and Trade Associations: Create networks and maintains awareness of industry trends and activities

Education:

Four (4) year college degree in Integrated Science and Technology, Engineering, Business Administration or a related field is required. Familiarity with the ANEC computer systems is required. Exceptionally favorable experience may be considered for a portion of the education requirements.

Experience:

A minimum of six (6) years of general business experience, including positions dealing directly with customer service, is required. A minimum of five (5) years in the electric utility field, specifically in Customer Service, Engineering or Accounting positions, is required. An exceptional educational background may be considered for a portion of the experience requirements.

Job Knowledge:

Must have a working knowledge of electricity and electrical distribution circuits. A general understanding of energy related electro-technologies and manufacturing processes is preferred. Must have a working knowledge of rate design, contract administration and generally accepted business practices associated with extending courteous and efficient service to key customers.

Abilities and Skills:

Must be able to understand contracts and business agreements that result in mutually beneficial business relationships for the key customer and Cooperative. Must have exceptional listening skills to effectively understand the key customer's business operations and needs. Must have the ability to work independently and plan, organize and prioritize work schedules. Must have the ability to understand complex business problems from a technical and financial aspect and develop creative solutions to those problems. Must have the ability to coordinate the efforts of all departments within ANEC to meet the needs of key customers. Must be able to create relationships and partnerships with vendors and contractors that create added value for key customers. Must have the ability to work under pressure to complete projects and accomplish objectives by specified deadlines.

Working Conditions:

Work will primarily be done in the ANEC Tasley office. The work environment may include considerable movement, frequent interruptions, and frequent use of computer terminals and/or personal computers. Travel to other ANEC locations including Tangier and Smith Island and member job sites will be required. Must possess visual acuity and

manual dexterity, as well as the ability to listen and communicate orally. Occasionally bends, stoops, squats, and lifts from 20 to 40 pounds.

Time Required for Full Competency

Ten (10) years combined education and work experience.