



DISTRICT OF COLUMBIA SUSTAINABLE ENERGY UTILITY

RESIDENTIAL MANAGER

The District of Columbia Sustainable Energy Utility (DC SEU) was created to design, develop, and deliver energy efficiency and renewable energy services to District households, businesses, and institutions. We are committed to delivering these services by recruiting, hiring, and training local residents.

Job Summary

The Residential Manager will report to the Director of Operation, and will oversee all aspects of DC SEU's Residential Energy Services work including the development and delivery of energy efficiency services to residential customers in the District of Columbia, while contributing to a mission-driven, creative, enjoyable and stimulating work environment. The Residential Markets Manager oversees the development and proactive implementation of strategic plans and initiatives.

Essential Functions

1. Leads and oversees the strategy development, planning, and implementation of Residential Energy Efficiency services that maximize the penetration of cost-effective energy efficiency in the residential market.
2. Leads coordination and assures effective communication with all partners, planners, evaluators, implementers, trade allies, contractors and customers who are associated with DC SEU Residential energy efficiency services.
3. Oversees the development of Residential annual plans and budgets and manages DC SEU performance in meeting residential energy efficiency targets. Assures the adequacy of staff and subcontractor resources to effectively deliver energy services to the residential market and achieve organizational goals, directs policies and procedures regarding standards of customer service, quality assurance, handling of confidential information, and complain handling/resolutions.
4. Ensures that Residential programs deliver a positive customer experience through customer feedback collection and continuous improvement mechanisms. This includes both external and internal customers.

Requirements

1. Strong personal commitment to the mission, vision, goals and values of DC SEU.
2. Bachelor's degree in a relevant technical field plus at least ten years of professional experience.
3. Minimum of five years in a leadership role with demonstrated abilities of facilitation, employee motivation, change management, staff supervision, contracts, budget management, communications and driving goals. Five years of business management is desirable.
4. Demonstrated market management skills, including the ability to think creatively in the development and delivery of market-based services.
5. Broad understanding of building systems, building energy use, building construction and energy analysis techniques.

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6. Proven ability to identify industry best practices in a technical environment and to develop model work flows which effectively and efficiently achieve goals.
7. Demonstrated success in creating and implementing continuous improvement processes which may challenge traditional methodologies.
8. Strong interpersonal skills and excellent written and oral communication skills.
9. Demonstrated ability to be organized, detail-oriented, accurate, and able to handle multiple tasks with competing priorities.

RESIDENTS OF THE DISTRICT OF COLUMBIA ARE ENCOURAGED TO APPLY.

To apply, please submit resume to: resume@polihire.com

The Sustainable Energy Utility – An Equal Opportunity Employer