

Title: Energy Analyst I
PG: 38
Status: Civil Service
Position Reports to: Field Service Supervisor
Department: Lakeland Electric/Field Service

Class Code: 3039
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This is entry level technical and public relations work in assisting customers with utility problems and utilization of existing programs and services. Work is performed according to guidelines and instructions from the Field Services Supervisor, with latitude for independent judgment and initiative. Work is reviewed for accuracy and quality through evaluation of daily activities, written and oral reports and customer feedback.

ESSENTIAL FUNCTIONS:

1. Assists customers in settling complaints about electric and/or water services and charges which could not be handled by the Customer Service Division.
2. Analyzes the energy use of residential customers through inspection of building structure, equipment, appliances and other means.
3. Advises customers on making responsible decisions leading to better utilization of energy and lower energy costs.
4. Assists in preparing and delivering presentations and seminars of interest to customers and employees.
5. Keeps abreast of all state and federal laws relating to residential electrical energy and water conservation programs. Maintains information of available financing and other assistance available for such programs.
6. Field checks residential customer homes for qualification of various programs offered by the utility, participates in market research activities required for such programs.

ADDITIONAL RESPONSIBILITIES:

1. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Knowledge of public relations principles and practices as they pertain to the utility industry.
2. Knowledge of utility operations and services in the billing and collection areas.
3. Knowledge of the principle use of electricity and water in the home and of the use and care of standard appliances.
4. Ability to learn and maintain current knowledge of state and federal residential energy conservation regulations and laws.
5. Ability to prepare and deliver oral and written reports, presentations and instructional literature.
6. Ability to communicate effectively both orally and in writing with employees and the general public.
7. Ability to establish and maintain effective working relationships with supervisors, co-workers, and the general public.

WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations. The job risks exposure to bright/dim lights, adverse weather conditions, electrical shock, dusts, pollen, heights, traffic, humid, wet conditions, extreme temperature changes. The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

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QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):

1. High School diploma or its equivalent.
2. Three (3) years of experience dealing with customers in the building industry, such as carpentry, plumbing, electrical work, insulation, building inspection and allied work.
3. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.

SPECIAL REQUIREMENTS:

1. Must possess a valid state of Florida driver's license.
2. Must maintain a valid home telephone number.
3. Must have physical ability to climb ladders, inspect attics, and otherwise carry out the physical duties of position.
4. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.