



# WISCONSIN ENERGY CONSERVATION CORPORATION

## Job Description

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Title: Programs Director – Residential and Business Programs  
Department: Midwest Energy Programs – Indiana Office  
Status: Exempt

### I. POSITION MISSION

Under **general direction**, the Programs Director is responsible for directing the design, implementation and assessment of energy efficiency programs that result in the achievement of energy savings, profitability and customer satisfaction goals. To accomplish this, the Programs Director will work closely with the Client Services Directors to understand customer needs, expectations, deliverables, timelines, budgets, goals and other requirements to successfully deliver the required results.

The Programs Director will work closely with the Customer Services Directors to ensure that:

1. There is mutual agreement regarding the deliverables.
2. There is agreement as to what role the Customer Services Director will play in completing the deliverables.

### II. PRIMARY & ESSENTIAL RESPONSIBILITIES

#### Percent Time

1. **Manage the design and implementation of energy efficiency programs.** 75%
  - a) Work with the Client Services Director to establish desired contract outcomes. This will involve consulting with the Client Services Director and client to qualify project goals and objectives and identify program design solutions that meet the client's needs while serving WECC's business interests.
  - b) Direct MW Program Staff in support of the development of proposals and/or annual operating plans. Involve and/or coordinate with appropriate WECC departments on program design, marketing strategy and administrative processes, budgets, goals and objectives and resourcing. The Program Staff will be primarily responsible for coordinating with other WECC departments and contributing program design specifications, providing realistic participation estimates and developing budgets for the delivery of services.
  - c) Acquire and oversee the resources necessary to deliver operating plans including staff, subcontractors and partnerships with other service providers.
  - d) Oversee program implementation by WECC staff and sub contractors including tracking goals and budgets to ensure contract metrics are met.
  - e) Work with market channel staff to expand the reach of the programs through trade allies.
  - f) Create a common service platform for each program to facilitate reporting, economies and ease of program access by consumers and trade allies.

- g) Develop, evaluate and implement plans for delivery of new services.
- h) Manage, evaluate and continuously improve existing program components.
- i) Oversee long term program planning and evaluation conducted by WECC's Research and Planning department.
- j) Evaluate program activities to determine necessary changes to meet program goals and objectives.
- k) Coordinate with external parties, such as governmental agencies and national affiliates, on program issues and develop partnerships that benefit the program.
- l) Conduct an annual process review of the program portfolio to identify opportunities to improve existing efforts and glean energy savings through new initiatives.

20%

**2. Recruit, orient, train, manage, and mentor staff to ensure effective project management.**

- a) Hire and train program staff; provide day-to-day supervision and coaching for program staff and /or project subcontractors.
- b) Ensure that staff responsibilities and corresponding accountability are clearly established and met.
- c) Plan routine on-site visits to observe program staff and address issues.
- d) Provide feedback to staff on performance and expectations. Resolve performance issues as soon as possible
- e) Deliver and complete employee performance reviews as directed by HR.
- f) Develop strategies for assisting program staff in feeling connected to WECC's corporate office and organization.

**3. Perform other duties as assigned.**

5%

**III. SECONDARY AND INESSENTIAL RESPONSIBILITIES**

Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, benchmarking state-of-the-art practices and participating in professional societies.

As Needed

**IV. SUPERVISORY RESPONSIBILITIES**

Direct supervision of four (4) program managers, one (1) trade ally service manager and a minimum of one (1) program assistant. In addition, supervisory responsibilities will include supporting the effort and oversight/direction for multiple implementation contractors. Supervisory authority of WECC staff includes hiring/firing, performance development, assignment of work, and daily supervision.

**V. REQUIRED QUALIFICATIONS**

*The individual must possess these skills and abilities, or explain and demonstrate that s/he can perform the essential functions, with or without reasonable accommodation, using some combination of skills and abilities.*

Education	Bachelor's degree or equivalent work experience required. Master's degree in related field or additional relevant education helpful.
Required Skills & Experience	<ol style="list-style-type: none"> <li>1. Five (5) years experience in the management of energy efficiency programs, including prior experience with <ol style="list-style-type: none"> <li>a. contracting,</li> <li>b. budget management,</li> <li>c. forecasting,</li> <li>d. program planning</li> <li>e. project management, and</li> <li>f. staff management (at least 4 years)</li> </ol> </li> <li>2. Demonstrated leadership, supervision/ mentoring, and team building skills</li> <li>3. Superior time management, project management, planning, decision-making and organizational skills</li> <li>4. Excellent written/ verbal communication and listening skills</li> <li>5. Demonstrated analytical and investigative skills, specifically regarding the use of research and/or technical data</li> <li>6. Demonstrated conflict resolution skills.</li> <li>7. MS Office software proficiency</li> </ol>
Desirable Skills & Experience	<ol style="list-style-type: none"> <li>1. Group facilitation skills</li> <li>2. Hands-on building science or energy efficiency related work experience</li> </ol>
Personal Suitability	<p>Must be:</p> <ol style="list-style-type: none"> <li>1. Assertive</li> <li>2. Motivational</li> <li>3. Promotional / persuasive</li> <li>4. Innovative</li> <li>5. Big-picture thinker</li> <li>6. Politically savvy and poised</li> <li>7. Diplomatic</li> <li>8. Able to meet multiple priorities simultaneously</li> <li>9. Willing to travel</li> </ol>
Core Competencies	Adaptability Collaboration Customer Focus Developing Others Innovation Leadership Presence Performance Management Priority Setting Process Management Results Focused

## **VI. FISCAL RESPONSIBILITY**

Responsible for a combined estimated annual budget of \$5,000,000 - \$10,000,000.  
Signature authority for up to \$100,000 for items within the budget.

## VII. EXTENT OF PUBLIC CONTACT

Extensive daily contact both in person and via telephone, with utilities, state energy offices, federal agencies, the media, the public and WECC staff. Nature of contact ranges from negotiating desired outcomes and assisting in the facilitation of implementation strategies to answering inquires and evaluating services.

## VIII. PHYSICAL DEMANDS

Essential demands include sitting at a computer or in a car for long periods of time, using a telephone to communicate with existing and potential customers, and the general public. Occasional light lifting of up to 25 lbs. is also essential.

## IX. WORKING CONDITIONS AND ENVIRONMENT

Equipment Used: Computer, fax machine, telephone, copier (Provided)  
Travel Status: Frequent (occasional overnights) travel throughout the Midwest (Michigan, Illinois, Ohio, and Indiana.)  
Car Required: Yes  
Normal Work Hours: Generally Monday through Friday, 8:00 AM- 5:00 PM;

Excessive noise? No  
Working around moving machinery? No  
Marked changes in temperature/ humidity? No  
Exposed to dust, fumes, gases, radiation, and microwave? No  
Drives motorized equipment? No  
Works in confined quarters? No

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Reports To: Midwest Programs Regional Director

Date Written: June 4, 2010

Certification: I certify that this is a fair and accurate statement of the requirements of this position.

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Signature

Print Name