About East Bay Community Energy
East Bay Community Energy (EBCE) is the Community Choice energy service provider for approximately 550,000 customer accounts across Alameda County. EBCE’s charter is to provide its customers with low carbon, cost-effective electricity that integrates innovative energy products and maximizes local benefits through the development of local solutions, ranging from increasing access to rooftop solar to supporting the adoption of electric vehicles.

We want creative problem solvers that are excited to work in an entrepreneurial environment and grow our organization! EBCE is committed to a diverse and inclusive workforce that is reflective of Alameda County’s rich culture and communities.

Position Summary
EBCE is seeking to hire a full-time Director of Analytics reporting to Vice-President of Technology and Analytics. EBCE is looking for candidates with solid data science experience and expertise to assist in managing and expanding our cloud-based analytics platform to support queries, analytics, reports and systems aimed at improving the following business processes:

- Customer segmentation and characterization;
- Program design and targeting (energy efficiency, demand response, and others);
- Program operations (enrollment, reporting, evaluation);
- Customer billing and customer service;
- Short term and long-term load forecasting;
- CAISO load settlement support;
- Interactions with third-party energy technology providers;
- Dashboarding, KPI analytics, and enterprise-level reporting.

- **Culture**: EBCE fosters a culture of open communication, responsibility, curiosity, accountability, teamwork, and care. We welcome a diversity of experiences and perspectives.

- **Start date**: Target November 1, 2019. The deadline to apply is Monday, 10/21/2019 at 5 PM. Candidates should send application materials to jobs@ebce.org and cc taitlaoussine@ebce.org with the job title in the subject line.

- **Location**: This position will be based in EBCE headquarters in Oakland, near BART.

- **Employment**: As an equal opportunity employer, we are committed to diversity, equity, and inclusion and strongly encourage people of color, women, those who identify as LGBTQ+, non-binary individuals, and those with disabilities to apply.

- **Compensation**: Competitive compensation package offered, based on candidate experience. A Director salary ranges from $173,400 to $199,500.

- **Benefits**: EBCE offers a generous benefits package including
  - Individual, family and domestic partner health insurance
  - Monthly Wellness benefit (ex: stipend for gym or wellness classes)
Position Details

Essential Duties and Responsibilities

The Director of Analytics will oversee EBCE’s use of data science and technology in a manner that maximizes the value of data to both internal and external customers. Responsibilities include:

- Define, manage and execute the overall analytic strategy of the organization.
- Supervise the day to day operations of the EBCE Analytics Platform (based on the Google Cloud Platform), including file operations, ETL, scheduled queries, ad-hoc queries and internal dashboards.
- Manage the analytic workload of the team by coordinating data inquiries from internal customers, defining analytic strategy, assigning workloads, and validating outputs and results.
- Oversee and direct the expansion of the platform by implementing new features and data sets, and expanding analytic capabilities as they are being developed.
- Supervise the development of models that support core business activities, and ensure that they are well integrated with the overall analytic strategy of the organization.
- Engage with the Marketing, Customer Service, Programs, Regulatory and Power Resources teams to understand their data and analytic needs, provide data-driven insights and direction, recommend analytic solutions, and implement changes to the platform as necessary.
- Engage with EBCE community stakeholders to determine data and analytic needs, provide recommendations, and manage reports as necessary.
- Engage with contracted data service providers to ensure that the needs of EBCE are being met, provide feedback or QA assistance as needed, and manage change related to those providers.
- Support various compliance reporting needs through the use and expansion of the EBCE platform.
- Maintain and manage a technology roadmap as it relates to data analytics.
- Evaluate new and emerging technologies that may be of value to EBCE.
- Serve as the technical liaison for EBCE to the academic & research community and technical conferences to provide thought leadership.

Education, Experience, Knowledge, and Skills
Education and experience equivalent to a Bachelor’s Degree in engineering or science related field and at least five (5) years of progressively responsible experience in a supervisory or management role in the field of data science or analytics. Experience working in the electric utility industry strongly encouraged. Specifically:

- Experience directing, supervising and coordinating the work of assigned staff;
- Experience producing customer-facing deliverables and coordinating efforts across multiple stakeholders;
- Experience managing a complex data analytics system, including file management, ETL, scheduled queries, stored procedures, etc.; experience with cloud infrastructure a plus.
- Significant prior experience framing and conducting analyses in a relational database environment (e.g. MySQL, PostgreSQL, MSSQL, Oracle) and through spreadsheet-based tools;
- Prior experience with programming languages (e.g. Python, PHP, Ruby, etc.) and statistical programming languages (e.g. R, SAS, SPS, etc.);
- Experience with shell scripting and basic shell transactions;
- Strong written & oral communication skills.

Ability to:
- Take responsibility and work independently, as well as coordinate collaborative efforts and achieve work goals through first line supervisors
- Convey complex information in a simple and understandable manner
- Manage multiple priorities, meet deadlines, and quickly adapt to changing priorities in a fast-paced dynamic environment
- Achieve goals while providing accurate, timely, and meaningful progress updates
- Work well under pressure
- Be thorough and detail-oriented
- Demonstrate patience, tact, and courtesy
- Identify and solve problems effectively and expeditiously
- Establish and maintain effective working relationships with persons encountered during the performance of duties.

Working Conditions
EBCE is committed to reasonably accommodate an applicant for known physical or mental disabilities so that the applicant may participate in the application process. EBCE will engage in a timely, good-faith interactive process with any employee with a known physical or mental disability to identify potential reasonable accommodations, if any, to enable the employee to perform the essential functions of his or her position.
Licenses/Certificates
Possession and continued maintenance of a valid class C California driver’s license or the ability to provide alternate transportation as approved by the CEO and a safe driving record.

Submission Requirements
Applicants must submit a cover letter outlining key qualifications and reasons for your interest and current resume including education. Please email these documents and any questions to: jobs@ebce.org and taitlaoussine@ebce.org by 5 PM on 10/21/2019.

Working at East Bay Community Energy
EBCE is committed to complying with applicable laws, including the Americans with Disability Act and Fair Employment and Housing Act, ensuring equal employment opportunities to qualified individuals with a disability. EBCE prohibits unlawful discrimination based on age, sex or gender (including pregnancy, childbirth, breastfeeding or related medical conditions), genetic information or characteristics, gender identity, gender expression, race, color, ancestry, national origin, religion, creed, marital status, military or veteran status, sexual orientation, physical or mental disability, medical condition, or on any other basis prohibited by federal, state, or local laws.

The information contained herein does not constitute either an expressed or implied contract, and these provisions are subject to change.