

Greater Cleveland Partnership

Position Description

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| POSITION TITLE: | COSE Member Energy Coordinator |
| DIVISION: | COSE Member Products |
| REPORTS TO: | Director, Energy Programs |
| FLSA CLASSIFICATION: | Exempt |

POSITION SUMMARY:

Provide broad operational support to the Director, Energy Programs and assist in day-to-day operations related to the coordination and management of individual energy products. Also assist with special energy-related projects as required. The function of the Member Energy Coordinator will also meet and work directly with COSE members to customize an energy and sustainability plan that leverages COSE products and services to best meet their energy needs.

ESSENTIAL FUNCTIONS:

- Support product growth and sales strategies for the COSE Natural Gas Program, COSE Electric Savings Program, Green Plus and COSE Energy Efficiency programs including, but not limited to, executing marketing initiatives.
- Assist in the development and completion of applications for utility rebates and incentives for member businesses.
- Assist marketing and sponsorship staff implement marketing materials, direct mail campaigns, and call campaigns.
- Assist with the maintenance and update of marketing content and collateral including:
 - Website copy and linked content
 - Email and eNewsletter copy and linked content
 - Flyers and hand-outs
 - Marketing surveys and presentations
- Handle internal and external requests for basic energy related marketing collateral
- Research and monitor energy and sustainability blogs and other social media.
- Assist with coordinating social media for Energy Programs, including daily maintenance and updating of COSEnergy twitter account, COSE LinkedIn group and tracking social media metrics.
- Research grants opportunities and provide grant reporting as needed.
- Contact members for electric and natural gas rescissions.
- Develop ideas and coordinate member energy forums.
- Help develop and coordinate implementation of future energy programs including storm water management, energy audits and HVAC.
- Organize materials (flyers, giveaways, table tents) for conferences, workshops, and symposiums where COSE will either have a booth or be engaging attendees. Participate as booth representative at such events.
- Coordinate enrollments for natural gas and electric savings programs.
- Manage relationship with specific book of business of current members. Engage member and complete touch points per requirements of COSE member engagement program providing a deeper

connection to COSE for the member and working to identify and deliver the best combination of resources for the member's needs to increase the value they receive from the organization, support retention of the member and generate referrals for additional member prospects.

- Maintain a professional approach to the work of the organization and interaction with associates, product providers, members, volunteers and stakeholders.
- Contribute to continuous process improvement within the organization.
- Other job-related duties as assigned.

COSE ESSENTIAL FUNCTIONS:

- Ensure focus on COSE core values (Sincere, Helpful, Accessible, Resourceful, Responsive) as part of COSE "Member First" Approach.
- Attend COSE University trainings and complete COSE University coursework in a timely manner to ensure and maintain current knowledge of COSE services, products, programs, engagement skills and expectations.
- Document and track all member engagements in the CRM.
- Attend both COSE and external events as required to engage with prospects and members.

PREFERRED EDUCATION, EXPERIENCE & SKILLS:

- Bachelor's degree in business and/or sustainability related discipline or equivalent experience. High School diploma or equivalent required.
- 1-3 years business management, energy management or engineering experience
- Experience working with small business owners
- Experience with a membership organization
- Experience with database management and/or data analysis with special emphasis on Excel
- Volunteer management or other work experience with volunteers
- Strong project management skills
- Strong writing skills
- Ability to perform several tasks concurrently
- Strong technical and analytical skills
- Strong interpersonal and customer service skills
- Proficient in Microsoft Office Package (Word, Excel, Access, and PowerPoint) and Microsoft Outlook
- Proficiency in Spanish a plus
- Commercial and/or residential energy auditing background a plus

PHYSICAL REQUIREMENTS:

- May be required to work more than 8 hours during a workday
- Sitting for long periods of time
- Limited travel/driving required
- Significant manual dexterity for keying in data for long periods of time

SCHEDULING REQUIREMENTS:

- Must be available to work occasional off-hours
- Must be available during standard business hours
- Incumbent has flexibility to schedule activity with the approval of supervisor
- Aspects of this position may be performed from a remote location with the approval of supervisor.