**Solar Programs Project Manager I – Consumer Protection**

Distributed Energy Resources

(Chicago , 553)

Interested in joining a growing company where you will work with talented colleagues, enhance a supportive and energetic culture, and be part of the climate solution? At Energy Solutions, we focus on the big impacts. And we believe that market-based programs can be a powerful force to deliver large-scale energy, carbon and water-use savings. For 28 years, we’ve harnessed that power to offer proven, performance-based solutions for our utility, government, and institutional customers.

We are currently seeking a full-time **Solar Programs  Project Manager I - Consumer Protection**to join our Distributed Energy Resources (DERs) team. As a member of the DERs team, you will assist with driving customer participation in programs that incentivize the adoption of various DERs including; distributed solar, energy storage, demand response, microgrids, and electric vehicle grid integration. These leading-edge energy technologies are critical in driving our nation’s progress toward a decarbonized grid, and you will play a material role in helping our team make this future a reality.

This unique market opportunity, paired with Energy Solutions mission driven approach, creates a perfect environment for individuals who want to have an active voice in shaping the energy future.

**Daily responsibilities including but not limited to:**

* Respond to incoming calls and emails to Illinois Adjustable Block Program Consumer Complaint Center
* Document and categorize complaints received
* Update public-facing Consumer Protection Database
* Follow established SOPs for complaint resolution, including communicating directly with solar vendors and customers
* Document statistics and contributing to disciplinary and complaint reporting
* Perform periodic review of registered vendor marketing materials to ensure compliance with program guidelines
* Provide educational materials related to consumer protection requirements and best practices for new vendors and vendor designees
* Contribute to educational workshops on consumer protection topics such as marketing best practices and program requirements

**Minimum qualifications:**

* A bachelor’s degree in an energy, engineering, or environmental related discipline
* Minimum of two years of relevant work experience in consumer protection and/or customer service
* Strong written and verbal communication skills
* Exceptional attention to detail and ability to handle multiple cases
* Extensive experience using Microsoft Office (Office365, SharePoint, OneNote)
* Provide proof of COVID-19 vaccination

**Desired qualifications:**

* Knowledge of solar energy concepts and terminology
* Prior experience in consumer protection and/or customer call center operations
* Proficiency in Spanish, including written communication

**Salary DOE: $65k - $75k/Annually**

Compensation is commensurate with experience and includes a generous retirement package. Energy Solutions provides an excellent benefits package including medical, dental and vision insurance, other pre-tax contribution plans and an Employee Stock Ownership Plan (ESOP).

To apply for this position please visit <https://energy-solution.com/company/careers/>.

For more information about Energy Solutions, please visit us on our website at [www.energy-solution.com](http://www.energy-solution.com/).

Information will be requested to perform the compulsory background check, drug screens are required and authorization to work in the U.S. indefinitely is a precondition of employment. Energy Solutions is an equal opportunity employer.

**Solar Programs – Communications Sr. Manager (Hybrid/Remote Eligible)**

Distributed Energy Resources

(Nationwide - Energy Solutions offices & Remote Eligible , 543)

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We are currently seeking a **Solar Programs – Communications Senior Manager** to join our Distributed Energy Resources (DERS) team. As a member of the DERs team, you will assist with driving customer participation in programs that incentivize the adoption of distributed and community solar. This role will act as an internal communications manager / client liaison to implement and manage a communications framework that will gather and feed large amounts of information and updates from program activities, strategies, and decisions to the client with the goal of increasing responsiveness and reducing cycle times or bottlenecks in communication.

**Responsibilities and Key duties will include:**

* Gather and manage communications and requests from client and ensure communications receive timely responses and issues are tracked to resolution
* Manage effective communications between teams, capture conversations, meeting notes, and actions ensuring avoidance of gaps and duplicative efforts
* Regularly disseminate information to all project team members through a daily newsletter about any program changes and activities
* Support regular “all-staff” meetings and webinars to share information internal to the team; and
* As necessary, coordinate with project management, marketing communications, and other staff.

**Requirements and Capabilities**

* Bachelor’s degree in communications, marketing, advertising, business administration, public relations or another relevant discipline
* Minimum of eight years of experience in communications or other relevant field
* Knowledge of solar energy concepts and terminology
* Exceptional communication abilities, including writing, speaking and active listening
* In-depth knowledge of best writing and messaging practices for business correspondence
* Operations background and the ability to provide both technical and plain language updates or communication between teammates and stakeholders
* Professional understanding of crisis management
* Ability to effectively engage with team members of all levels and across departments
* Excellent project management skills, including time management, goal setting, multitasking and prioritization
* Intermediate experience with Microsoft Office applications, including Word, Excel, Outlook, and PowerPoint
* Attention to detail and highly organized with ability to track a wide range of information and data
* Ability to work in a high-speed environment and quickly pivot between teams, topics, meeting context, and more, and reprioritize tasks as needed
* Persistence and flexibility in seeking and obtaining updates from teammates
* Ability to create and enforce urgency to support client responsiveness
* Proof of Covid-19 vaccination

**Salary DOE: $90k - $113k/Annually**

Compensation is commensurate with experience and includes a generous retirement package. Energy Solutions provides an excellent benefits package including a generous retirement plan, medical, dental and vision insurance, other pre-tax contribution plans and an Employee Stock Ownership Plan (ESOP).

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**Solar Programs, Associate**

Distributed Energy Resources

(Nationwide - Energy Solutions offices & Remote Eligible , 541)

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Energy Solutions is currently seeking a **Solar Programs Associate**to join our Distributed Energy Resources (DERS) team. As a member of the DERs team, you will assist with driving customer participation in programs that incentivize the adoption of distributed and community solar. Solar energy is critical in driving our nation’s progress toward a decarbonized grid, and you will play a material role in helping our team make this future a reality. This unique market opportunity, paired with Energy Solutions mission driven approach, creates a perfect environment for individuals who want to have an active voice in shaping the energy future.

**Daily responsibilities include but are not limited to:**

* Application support and processing
* Monitoring the progress of projects and communicating progress to management and clients
* Provide professional customer service to project applicants
* Identification and scheduling of resources to complete projects
* Technology research and literature searches
* Organization and facilitation of in-person meetings and conference calls
* Assisting with program design and implementation

**Minimum qualifications:**

* Bachelor’s degree in an energy-related discipline with policy, environmental, electrical or mechanical engineering preferred; or math or physics background
* Competency with technical and scientific topics/analysis
* Demonstrated ability to conduct detailed technical and quantitative analysis
* Strong writing and verbal communication skills
* Experience using Microsoft Office
* Provide proof of COVID-19 vaccination

**Salary DOE: $58k - $66k/Annually**

Compensation is commensurate with experience and includes a generous retirement package. Energy Solutions provides an excellent benefits package including a generous retirement plan, medical, dental and vision insurance, other pre-tax contribution plans and an Employee Stock Ownership Plan (ESOP).

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For more information about Energy Solutions, please visit us on our website at [www.energy-solution.com](https://energy-solution.clearcompany.com/a/requisitions/8b9b0e22-7115-68cb-cddc-88350adde612/www.energy-solution.com).

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**Solar Programs, Associate - Customer Support**

Distributed Energy Resources

(Remote)

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Energy Solutions is currently seeking **Solar Programs, Associate** to join our Distributed Energy Resources (DERs) team.  In this role you will answer inbound calls and e-mails from customers seeking solar program information, rules, procedures and/or resolution to customer service issues. Successful candidates will demonstrate excellent customer service by actively listening with genuine empathy and compassion, determining questions/concerns, investigating root cause, selecting and explaining best solution, escalating when necessary, and tracking to ensure timely resolution.

Solar energy is critical in driving our nation’s progress toward a decarbonized grid, and you will play a material role in helping our team make this future a reality. This unique market opportunity, paired with Energy Solutions mission driven approach, creates a perfect environment for individuals who want to have an active voice in shaping the energy future.

**Daily responsibilities include but are not limited to:**

* Maintain up to date knowledge of program guidelines and procedures
* Respond to program inquiries via telephone and email in a timely, professional, helpful, and courteous manner
* Use general knowledge, program guidebook, data stored in knowledge-base, and other sources of information to answer client questions and/or resolve issues
* Forward client inquiries to appropriate parties when not able to resolve, and maintain ownership by tracking and following up to ensure resolution
* Collaborate with team, management, and clients regarding other project support activities (e.g., gathering needed information)
* Respond to inquiries and execute tasks within required service level agreement (SLA)
* Application support and processing
* Use variety of tools to track project status, scope, and activities
* Ad hoc projects as needed

**Minimum Qualifications:**

* Bachelor’s degree in an energy-related discipline with policy, environmental, electrical or mechanical engineering preferred; or math or physics background
* Ability to listen, comprehend, communicate, and resolve moderately complex technical topics
* Have a pleasant and clear phone demeanor and professional tone, superior organizational skills, and the ability to quickly adapt to unexpected changes
* Ability to function as a team player and multi-task between various projects to help meet and exceed program goals
* Effectively build and maintain strong relationships across the organization to influence and achieve objectives
* Competency with technical and scientific research and analysis
* Excellent verbal and written communication skills
* Excellent time management and multi-tasking skills
* Excellent personal accountability and quality control practices
* Proficient in Microsoft Office Suite
* Experience with Salesforce preferred
* Proof of COVID-19 vaccination

**Salary DOE: $58k - $66k/Annually**

Compensation is commensurate with experience and includes a generous retirement package. Energy Solutions provides an excellent benefits package including a generous retirement plan, medical, dental and vision insurance, other pre-tax contribution plans and an Employee Stock Ownership Plan (ESOP).

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**Solar Programs, Project Manager I - Customer Support**

Distributed Energy Resources

(Chicago )

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Energy Solutions is currently seeking **Solar Programs, Project Manager I**to join our Distributed Energy Resources (DERs) team.  In this role you will answer inbound calls and e-mails from customers seeking solar program information, rules, procedures and/or resolution to customer service issues. Successful candidates will demonstrate excellent customer service by actively listening with genuine empathy and compassion, determining questions/concerns, investigating root cause, selecting and explaining best solution, escalating when necessary, and tracking to ensure timely resolution.

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**Daily responsibilities include but are not limited to:**

* Maintain up to date knowledge of program guidelines and procedures
* Respond to program inquiries via telephone and email in a timely, professional, helpful, and courteous manner
* Use general knowledge, program guidebook, data stored in knowledge-base, and other sources of information to answer client questions and/or resolve issues
* Forward client inquiries to appropriate parties when not able to resolve, and maintain ownership by tracking and following up to ensure resolution
* Collaborate with team, management, and clients regarding other project support activities (e.g., gathering needed information)
* Respond to inquiries and execute tasks within required service level agreement (SLA)
* Develop, build upon, and maintain Knowledge Center in Salesforce
* Track Key Performance Indicators (KPI) and develop market analysis tracking
* Application support and processing
* Ad hoc projects as needed

**Minimum Qualifications:**

* Bachelor’s degree in an energy-related discipline with policy, environmental, electrical or mechanical engineering preferred; or math or physics background
* Minimum of two years professional work experience
* Ability to listen, comprehend, communicate, and resolve moderately complex technical topics
* Have a pleasant and clear phone demeanor and professional tone, superior organizational skills, and the ability to quickly adapt to unexpected changes
* Ability to function as a team player and multi-task between various projects to help meet and exceed program goals
* Effectively build and maintain strong relationships across the organization to influence and achieve objectives
* Competency with technical and scientific research and analysis
* Excellent verbal and written communication skills
* Excellent time management and multi-tasking skills
* Excellent personal accountability and quality control practices
* Experience with Salesforce required
* Proficient in Microsoft Office Suite
* Proof of COVID-19 vaccination

**Salary DOE: $65k - $75k/Annually**

Compensation is commensurate with experience and includes a generous retirement package. Energy Solutions provides an excellent benefits package including a generous retirement plan, medical, dental and vision insurance, other pre-tax contribution plans and an Employee Stock Ownership Plan (ESOP).

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**Solar Programs, Project Manager II - Consumer Protection**

Distributed Energy Resources

(Chicago , 564)

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We are currently seeking a full-time **Solar Programs Project Manager II - Consumer Protection**to join our Distributed Energy Resources (DERs) team. As a member of the DERs team, you will assist with driving customer participation in programs that incentivize the adoption of distributed and community solar. Solar energy is critical in driving our nation’s progress toward a decarbonized grid, and you will play a material role in helping our team make this future a reality. This unique market opportunity, paired with Energy Solutions mission driven approach, creates a perfect environment for individuals who want to have an active voice in shaping the energy future.

**Daily responsibilities including but not limited to:**

* Respond to incoming calls and emails to Illinois Adjustable Block Program Consumer Complaint Center
* Document and categorize complaints received
* Update public-facing Consumer Protection Database
* Follow established SOPs for complaint resolution, including communicating directly with solar vendors and customers
* Document statistics and contributing to disciplinary and complaint reporting
* Perform periodic review of registered vendor marketing materials to ensure compliance with program guidelines
* Provide educational materials related to consumer protection requirements and best practices for new vendors and vendor designees
* Contribute to educational workshops on consumer protection topics such as marketing best practices and program requirements

**Minimum qualifications:**

* A bachelor’s degree in an energy, engineering, or environmental related discipline
* Minimum of five years of relevant work experience in consumer protection and/or customer service
* Strong written and verbal communication skills
* Exceptional attention to detail and ability to handle multiple cases
* Extensive experience using Microsoft Office (Office365, SharePoint, OneNote)
* Provide proof of COVID-19 vaccination

**Desired qualifications:**

* Knowledge of solar energy concepts and terminology
* Prior experience in consumer protection and/or customer call center operations
* Proficiency in Spanish, including written communication

**Salary DOE: $77k- $90k/Annually**

Compensation is commensurate with experience and includes a generous retirement package. Energy Solutions provides an excellent benefits package including medical, dental and vision insurance, other pre-tax contribution plans and an Employee Stock Ownership Plan (ESOP).

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**Solar Programs, Sr. Manager - Project Management Office (PMO)**

Distributed Energy Resources

(Nationwide - Energy Solutions offices & Remote Eligible , 542(2))

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We are currently seeking a Solar Programs, Sr. Manager - Project Management Office (PMO) to join our Distributed Energy Resources (DERs) team. As a member of the DERs team, you will design, develop, and run programs that incentivize the adoption of various DERs including distributed solar, energy storage, demand response, microgrids, and electric vehicle grid integration. These leading-edge energy technologies are critical in driving our nation’s progress toward a decarbonized grid, and you will play a material role, both as an individual contributor and leader, in helping our team make this future a reality.

**Daily responsibilities include but are not limited to:**

* Track deliverables, milestones, and follow up with team members to ensure they are on task to complete action items
* Develop and managing multiple complex project budgets and tasks with minimal oversight
* Develop an effective process to communicate project progress across a large team, management, and clients
* Develop frameworks and policies for risk response and mitigation, quality control/quality assurance, and others as needed
* Track key performance metrics and goals
* Organizing and facilitating in-person meetings, conference calls, and facilitated collaboration sessions
* Interacting with customers, clients, and external collaborators
* Tracking of industry trends, conducting market research and data analysis
* Effectively prioritize and manage additional ad-hoc requests and responsibilities

**Minimum qualifications:**

* A Bachelor’s degree in an Energy, Engineering, Environmental Science, or Business Administration discipline
* A minimum of ten years of work experience and/or graduate school
* A minimum of seven years project management experience
* PMP Certification preferred or interest in becoming certified
* Demonstrated outstanding analytical and problem-solving skills, including risk management and mitigation
* Ability to interact professionally with clients and to serve as the primary point of client contact for some projects
* Demonstrated ability to conduct large collaborative facilitated sessions
* Strong technical writing and verbal communication skills
* Extensive experience using Microsoft Office (Office365, SharePoint, OneNote)
* Willingness to conduct business travel
* Provide proof of COVID 19 vaccination

**Desired qualifications:**

* Experience and fluency with the utility incentive program and regulatory framework
* Extensive knowledge of demand response policies and programs
* Direct experience in incentive program design and implementation

**Salary DOE: $107k - $137k/Annually**

Compensation is commensurate with experience and includes a generous retirement package. Energy Solutions provides an excellent benefits package including medical, dental and vision insurance, other pre-tax contribution plans and an Employee Stock Ownership Plan (ESOP).

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For more information about Energy Solutions, please visit us on our website at [www.energy-solution.com.](https://energy-solution.clearcompany.com/a/requisitions/1bccb3e7-7452-0290-07d2-f4c2d9f9aa7d/www.energy-solution.com)

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