MANAGER, SOLAR PROGRAM OPERATIONS

ABOUT THE POSITION

The Manager, Solar Program Operations (Manager) is a highly organized and detail-oriented professional who enjoys achieving results while working on a small team. This position reports directly to Groundswell’s Vice President of Solar Development and Operations.

The Manager requires a strong operational and administrative background, the ability to manage multiple assignments and projects while completing tasks accurately and on time, and the ability to respond effectively and efficiently to clients and colleagues when priorities shift. This individual will play an integral role on Groundswell’s solar project development & sales team and will contribute to the team’s expansion within new and existing markets as we drive toward a clean energy future for all. Groundswell values excellence in implementation—working hard to get the job done right—and the ideal candidate will share this value and demonstrate a strong work ethic, addressing responsibilities proactively and with a sense of urgency.

The Manager should thrive in a dynamic, results-driven, and collaborative work environment in which clear communication, service, innovation and excellence are valued and required.

Key Responsibilities:

Sales Support: Relationship Management and Customer Engagement

- Support sales and host site engagement processes
  - Schedule meetings and calls for sales team in coordination with VP of Solar Development and Operations
  - Prepare on-time and accurate documents for presentation to host sites
  - Promptly respond to inbound customer inquiries and requests
  - Develop other presentation materials as needed
- Follow up with key contacts on a regular basis to maintain relationships
- Document for team members new or emerging customer concerns
- Coordinate and communicate with other key stakeholders as needed
- Coordinate host site visits and travel arrangements for team members
Technical Project Development Support

- Prepare technical solar assessments using Helioscope solar design software (Note: if needed, training resources will be offered)
- Support Maryland resilience hub efforts
  - Manage scheduling for site visits
  - Liaise with Marketing team to develop collateral and website materials
  - Compile information and help prepare monthly progress reports to MEA for the FY20 Resilient Maryland grant program
- Collaborate with partners on stormwater management infrastructure projects for DC sites
  - Dupont Park SDA Church
  - Other sites (TBD)
- Manage internal tracking systems
  - Update and manage project timelines (including technical, administrative, and community engagement components) and update team dashboard accordingly
  - Update tracking systems in real-time
- Actively participate in Tech Ops team meetings
  - Maintain working knowledge of all active projects
  - Identify at-risk projects or deadlines
  - Troubleshoot problem areas

New Market Development Support

- Conduct new market analyses
  - Research solar policies, programs, and incentives to support the team’s expansion into new solar markets
  - Communicate internally about key policy changes, updates, and concerns
- Within new markets, support the team’s efforts to identify low-income customers, project partners, and existing community programs and resources
- Prepare research memos in a timely manner as needed
- Assist Director of Operations and Customer Support with registering to do business in new markets

General Administration

- Drive continuous improvement in Groundswell processes and procedures
- Identify process improvements to streamline internal business practices and host site engagement
• Serve as a representative of Groundswell in public forums, with local government and partner organizations, and in the community
• Develop and implement strategies to meet Groundswell goals, including project plans, work plans, and schedules
• Engage in prudent stewardship of human resources and Groundswell assets
• Identify and respond to emerging risks and opportunities

OTHER DUTIES
This position description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change at any time with or without notice.

DESIRED QUALIFICATIONS

• Proficiency with MS Office suite
• Proficiency with Salesforce
• Excellent writing, communication, and interpersonal skills
• Experience with solar or energy industry preferred
• Ability to multitask and respond to shifting priorities

SUPERVISION
The Solar Program Operations Manager will report to Groundswell’s Vice President, Solar Development and Operations.

SUPERVISORY RESPONSIBILITY
None

WORK ENVIRONMENT
Due to the ongoing COVID-19 pandemic, Groundswell is operating on a fully remote basis. As such, this position is eligible for remote work, and the Manager is expected to have access to a suitable remote work environment including access to a stable Internet connection and a phone. Groundswell will provide a computer for use.

Following the lifting of pandemic restrictions, this position may be eligible for remote work. This role routinely uses standard office equipment such as computers, phones, photocopiers and scanners, document management systems, project management systems, video conferencing tools, time management systems, and other software and tools.

Groundswell’s work days are Monday through Friday, our work days are 8 hours, and core hours are 9:30AM to 4:30PM.
TRAVEL
Occasional US travel may be required for this position.

COMPENSATION
The offered position is full-time and classified as exempt under the Fair Labor Standards Act. The annual salary will be $55,000- $75,000. The Manager will be required to record all work time, in accordance with Groundswell’s operational practices. The Manager will be paid semi-monthly on the 15th and the last day of the month.

BENEFITS
Groundswell will provide a laptop and other office materials as needed. The Solar Program Operations Manager will be provided a monthly reimbursement for cellular telephone use and internet access pursuant to the company policy in place at the time of payment. The Manager may also be eligible for the following benefits if you are eligible under the applicable plan documents, which may change from time to time at Groundswell’s discretion:

- Groundswell pays monthly health, dental, vision premiums in accordance with Groundswell’s policy. Groundswell also covers 50% of spouse and dependent(s) covered under the Groundswell healthcare reference plan.
- Retirement benefits: 401 (k) account and commitment to provide 4% matching. Groundswell will provide you with the ability to participate in the 401(k). Groundswell will not provide the matching benefit to you unless and until you are eligible under the applicable plan documents.
- $45 per month to reimburse mobile phone use for business purposes.
- $75 per month to reimburse home Internet access for business purposes.
- Fifteen (15) paid vacation days per year; eight (8) sick days; two (2) personal days. Vacation and Sick Days accrue at the start of your employment and then restart each year and increase with tenure. Personal days begin after six months of employment.
- Groundswell provides eight (8) Paid Holidays and a paid Christmas Break. (Dec 24th- Jan 2nd)
- Pre-tax benefits such as Smart Benefits, FSA, DCA are also available.

For more information about the organization’s benefits and other personnel policies, Groundswell will provide an orientation.

Groundswell is an equal opportunity employer.

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