



## Energize NY – Director of Member Services

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**Effective Date:** Spring 2017

### **SUMMARY:**

Energy Improvement Corporation, home of Energize NY™, seeks a highly organized, people-oriented, customer-focused relationship management professional to serve as the organization’s Director of Member Services and Events, with experience developing key contacts and building opportunities with clients.

Energy Improvement Corporation (EIC) is a New York State mission-driven, innovative non-profit local development corporation<sup>1</sup> focused on increasing the demand for clean energy building improvements in New York through its Energize NY services. EIC operates for the benefit of its growing municipal member base (36 to date) across NY State and is regulated by the New York State Authority Budget Office (ABO). Our nine-member Board of Directors is comprised of Chief Executive and Chief Financial Officers from our member municipalities.

Energize NY™ helps break down the barriers to clean energy improvements in local buildings through a range of educational, outreach and financing tools, including community-based outreach about energy efficiency and renewable energy opportunities and by providing low-cost, long-term PACE<sup>2</sup> financing for projects. We work closely with our member municipalities to help building owners eliminate energy wasted in their buildings and explore renewable energy opportunities—reducing energy costs, greenhouse gas emissions and improving the value of local buildings.

Energize NY offers a number of clean energy services in its member municipalities: Energize NY Commercial, Energize NY PACE, and Energize NY Residential, which are designed to make energy savings decisions easier for building owners and to build large-scale demand for energy improvements.

EIC’s operations are funded primarily through federal and state grants received from the U.S. Department of Energy (“DOE”) and the New York State Energy Research and Development Authority (“NYSERDA”) as well as through revenue earned on financing activities. EIC’s goal is

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<sup>1</sup> Local development corporations (LDCs) are private, not-for-profit corporations often created by, or for the benefit of, local governments for economic development or other public purposes.

<sup>2</sup> PACE is Property Assessed Clean Energy finance where capital for building improvements is offered by EIC and repaid through a line on the improved building’s property tax bill.



fund all of its operations through revenue earned from financing activities, which includes the issuance of bonds.

EIC has 8 full-time and 3 part-time employees who work in a collegial, team-based environment at its headquarters in Yorktown Heights, NY. The Director of Member Services position is based in Yorktown Heights, but there may be flexibility to allow for a partial remote working arrangement depending upon the circumstances.

**DUTIES:**

- Create a comprehensive member services strategy that maximizes the development of clean energy projects within each EIC Member by:
  - Discovering, developing and leveraging resources (e.g., building stock data and existing energy-related and economic development initiatives ) within EIC Members,
  - Identifying and leveraging appropriate member contacts and advocacy groups within the member community
  - Connecting EIC services effectively to the needs of the member community and collecting feedback on EIC services from members
  - Prioritizing the deployment of EIC resources to the best opportunities within the EIC membership
- Relationships Management with Our Member Municipalities
  - develop relationships with points of contact for Energize NY's services (for PACE Finance, Commercial and Residential services) within each member
  - develop "ambassadors" within EIC members who are motivated to develop outreach, support and other activities to advance the growth of clean energy projects
  - develop a regular means of communicating with these groups
- Develop templated materials to use to promote Energize NY services within member communities in conjunction with the Communications Team.
- Create direct outreach communications campaign in conjunction with the Communications Team to support
  - Joint EIC and member efforts to develop clean energy projects
  - Increase quality website users and make it easier to access EIC services, the Finance Pre-application, qualified partner resources and
- Improve automated tools to help community members find resources faster,



- Develop a process to receive new EIC Members, explore and finalize clean energy priorities of the Member and develop appropriate launches/marketing of ENY within the new community
- Develop and link external resources that support clean energy services (e.g., NYSERDA, local utility, IDA, Economic Development Agency, ESD, etc.) to Member efforts to support property owners and their clean energy goals.
- Help planning budgets for what exists today, but also for the future scale up in membership
- Support EIC's membership recruitment activities
- Serve as a liaison to member sourced applicants, participants and potential EIC partners,
- Respond promptly to customer, stakeholder, Board of Directors, and staff requests for information or assistance
- Maintain and update membership information in Salesforce CRM database

### **QUALIFICATIONS, KNOWLEDGE, SKILL AND ABILITY**

The candidate should demonstrate a passion for developing outstanding relationships with EIC's Membership to lead to the full realization of the opportunity to deploy EIC's services in helping to upgrade the building stock of each member community and reduce energy consumption.

- Experience—proven track record of
  - building relationships with difficult clients.
  - exceeding goals and a bottom-line orientation
  - sound decision making through a combination of analysis, experience, and judgment;
  - customer service skills;
- Technical Skills
  - Proficient with Microsoft Word, Excel, Powerpoint, Mailchimp, icontact or similar programs
  - Experience with Salesforce or other customer relationship management databases preferred
  - Proficiency with twitter, Facebook, LinkedIn and other social media platforms preferred
- Personal
  - excellent written and oral presentation and interpersonal skills



- team player who has experience in working effectively at an individual level and in large groups;
- hardworking, creative, optimistic

**EIC Benefits:**

\$70,000 annual compensation

Bonus potential based on overall performance of EIC

100% EIC coverage of High Deductible health plan

2 weeks vacation in first year (after 6 months); 3 weeks vacation after first year

10 personal days, 6 sick days, one day a week flexible schedule

Reports to Executive Director and Chief Operating Officer

Collaborative and team based environment

**FOR MORE INFORMATION OR TO APPLY FOR THE POSITION VIA EMAIL OR MAIL, CONTACT**

Mark Thielking

Executive Director, Energize NY,

[mark@energizeny.org](mailto:mark@energizeny.org)

PHONE: 914 302 7300

FAX: 914 302 7301

ADDRESS: 2051 Baldwin Road, Suite 107, Yorktown Heights, NY 10598