

Solar Programs, Project Manager II - Consumer Protection

Distributed Energy Resources
(Chicago, 564)

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 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)

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).

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.

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.