

Maquoketa Valley Electric Cooperative Employee Job Description

Energy Advisor

Job Title: Energy Advisor
Prepared by: Human Resources
Department: Member Services
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Reports to: Communications Manager
Approved by: Christie Remley
FLSA Status: Non-Exempt/Hourly
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SUMMARY

The Energy Advisor shall serve as the liaison to residential, farm, commercial and industrial members, responding to questions, resolving problems and promoting cooperative energy conservation programs. The Energy Advisor plays a critical role in Maquoketa Valley's relationships with its members and must possess a high degree of people and communication skills.

The Energy Advisor will assist with internal and external events that promote the Cooperative's business model and its mission.

The Energy Advisor shall have general knowledge of electrical wiring and be able to provide electrical advice to members and Cooperative.

The Energy Advisor shall have knowledge of energy efficiency practices and have the ability to discuss implementation of these practices.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended to describe the general nature and level of work being performed by the individual. They are not intended to be construed as an exhaustive list of all responsibilities. The Energy Advisor shall be required to perform any other duties assigned in order to fulfill the objective of the Cooperative.

- Provides members with information, responds to questions and concerns, including, but not limited to the following: high bills, billing questions, reliability, outages, voltage questions, metering, tree/brush clearing, employee actions and/or other concerns.
- Maintains computer database of all Energy Advisor contacts with members and non-members and provides monthly report to management and Board of Directors.
- Serves as liaison between the member and MVEC to resolve issues including, but not limited to code violations, meter readings, billing errors and/or the diversion of energy.

- Ensures that member requests for meter testing are carried out and results made available to member.
- Responds to member questions regarding upgrading the service, adding loads, potential rebuilds, and permanent disconnects.
- Assists in planning and presentation of Cooperative events including Annual Meeting, Member Appreciation, model home, open house, FFA Scholarship home/trade shows and other community activities
- Administrates and provides information and assistance on MVEC rebate programs.
- Develops and presents safety and energy efficiency programs at schools and community functions. Write monthly newsletter articles on energy efficiency and electrical safety.
- Participates in industry meetings and conferences
- Works with cooperative members on energy usage questions.
- Performs Energy Auditor duties at member's property utilizing analysis equipment and software including blower door. Provide member with energy assessment report upon completion.
- Provides information to members and contractors on geothermal and air source heat pump requirements.
- Installs and troubleshoots Heat Plus metering and wiring.
- Primary contact for member-owned generation inquiries and follows State of Iowa law and internal processes, including communications with the Engineering Department, to facilitate interconnection.
- Maintains a database of all on-site generation details.
- Complies with all traffic laws, safety rules and regulations while operating assigned vehicle and cooperative equipment. Should at all times look out for the safety of the vehicle, equipment, its occupants and its load.
- Responsible for providing a safe work environment for themselves, members, the public and all employees working near them.
- Resolve member property damage issues including on-site restoration and/or repairs.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be able to perform the activities necessary to complete work assignments described in the position description. Must be able to organize work to complete deadlines

Must be able learn MVEC programs and policies within reasonable time span and acquire a knowledge of MVEC's retail rates and charges. Must become familiar with electric utility operations. Must possess knowledge of public and consumer relation principles and practices.

- Must be able to maintain records required to accounting of time and materials
- Familiarity with the National Electrical Safety Code, National Electric Code, State of Iowa Electrical Licensing and knowledge of electrical wiring is a plus.
- Must be able to perform the activities necessary to complete work assignments described in the duties and responsibilities section.
- Must be able to work with a variety of people under varying circumstances.
- Must be able to organize work, set priorities and complete assignments with attention to detail and a high degree of accuracy.
- Excellent organizational and multi-tasking skills, legible handwriting
- Excellent follow through abilities
- Self-motivated, discreet, resourceful and detail-oriented
- Ability to think creatively to solve problems
- Ability to define problems, collect data, establish facts and draw valid conclusions

EDUCATION and/or EXPERIENCE

A High School diploma is required. Associate Degree in Construction, Electrical Engineering, Electric Engineering Technology or equivalent is preferred. Directly related experience beyond the minimum requirement may be substituted for a portion of the education requirement.

At least five years of progressively responsible experience in customer service in a utility environment or a related field is preferred.

Experience should include electrical wiring, energy efficient building construction and related areas. An electrician's license is a plus.

REQUIRED LICENSES OR CERTIFICATIONS

Valid Iowa Driver's License

The Energy Advisor will complete continuing education hours to keep current with certifications

LANGUAGE SKILLS

This position must have the ability to read, analyze, and interpret technical manuals as well as the ability to effectively present information and respond to questions from managers, and co-workers. Must also have the ability to correspond in writing and verbally with members, and other internal and external contacts.

MATHEMATICAL/COMPUTER SKILLS

Ability to calculate figures and amounts such as discounts, interest, kilowatt hours and percentages. Proficient in Microsoft Word and Excel.

REASONING ABILITY

Ability to apply common sense understanding, and to carry out instructions furnished in written, oral, or diagram form; Ability to define problems, collect data, establish facts, and draw valid conclusions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk and hear. The employee is required to stand and climb stairs and ladders. The employee is required to walk. Must be physically able to traverse various types of terrain, as well as crawl in enclosed areas. The employee will occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Inside and Outside. Work is performed in both an indoor office setting, seated at a desk, and outside in all kinds of weather. Work includes meeting at member's home, farm, or business. Traveling for the Cooperative may be required. Irregular hours including nights, weekends, and holidays may be required during emergencies or Cooperative events. The noise level is frequently noisy.

EXTERNAL RELATIONSHIPS

Members: Advises and assists members in every way possible. Takes advantage of the opportunity to obtain increased understanding and acceptance of cooperative objectives, policies, plans and programs.

General Public: Maintains friendly, cooperative relationships with the general public in the performance of responsibilities.

Builders, Developers and Contractors: Provides advice and assistance and promotes MVEC programs and services.

Other Cooperatives: Shares information, seeks advice and assistance.

Vendors: Obtains information on products.