



Open recruitment for
Account Services and Data Analyst
Clean Energy Alliance

North San Diego County, CA

About Clean Energy Alliance

Clean Energy Alliance (CEA) is the default energy provider for the cities of Carlsbad, Del Mar, Escondido, Oceanside, San Marcos, Solana Beach, and Vista. Established in 2021, CEA currently serves more than 250,000 residential and business customers and is focused on achieving 100% renewable energy by 2035 to reduce greenhouse emissions. Learn more at: <https://thecleanenergyalliance.org/>

About the Position

CEA is seeking a skilled, customer- and data-oriented professional to join our team as an Account Services & Data Analyst. This hybrid role is approximately 75% Account Services Analyst and 25% Data Analyst, combining strong customer service, analytical thinking, and technical acumen to support CEA's customer operations, billing analysis, and data reporting functions.

The ideal candidate will have experience in utility account management, billing systems, and customer support, along with demonstrated abilities in data analysis, reporting, and business intelligence tools. This position reports to the Key Accounts/Programs Manager and will work closely with the Programs, Power Procurement and Finance teams.

Key Responsibilities

Account Services (≈75%)

- Evaluate, research, and resolve customer inquiries, billing discrepancies, and service issues; escalate as appropriate.
- Perform billing and rate analyses, usage reviews, and customer data audits using CRM and billing tools.
- Support rate implementation and development of joint rate comparisons.
- Support customer experience improvements by identifying process gaps and developing solutions.
- Coordinate with CEA's billing and customer data management vendors to ensure accurate account updates and error resolution.
- Respond to customer complaints and regulatory agency inquiries (e.g., CPUC, Better Business Bureau).
- Track and report customer service metrics, including response time, resolution, and satisfaction.
- Support the Contact Center with regular updates to scripts, FAQs, and training materials.
- Conduct quality assurance reviews of customer interactions to maintain high service standards.
- Maintain and improve standard operating procedures for account operations and customer communications.

Data Analysis (≈25%)

- Develop and maintain reports and dashboards to support customer analytics, billing trends, and operational insights.
- Query and analyze datasets from utility and program partners (e.g., SDG&E, data vendors).
- Validate and test billing, usage, and rate data for consistency and accuracy.
- Support cross-departmental data requests, including reporting for management, committees, and regulatory filings.
- Follow best practices for data governance and security when handling sensitive customer or account data.

Minimum Qualifications

Education and Experience

- Four years of experience in customer service, governmental or public relations, marketing, or sales. Experience with utility billing systems, rate analysis, and customer relationship management (CRM) tools preferred.
- A Bachelor's degree from an accredited college with major work in engineering, accounting, business administration, economics, marketing, or related field is highly desirable
- Experience with SQL, APIs, Excel, and/or Business Intelligence tools (e.g., Power BI, Tableau).
- Prior work in the energy, utilities, or renewable energy sectors strongly preferred.

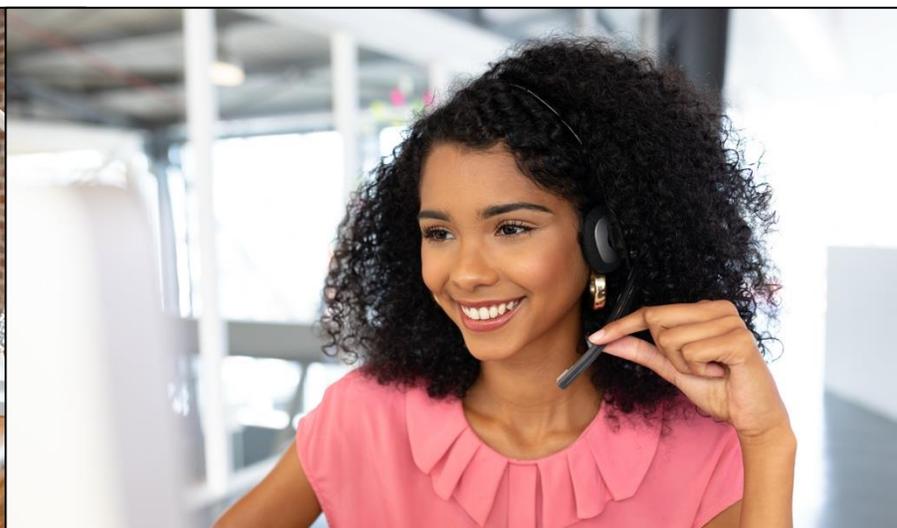
Knowledge, Skills, and Abilities

- Commitment to sustainability, clean energy, and public service
- Strong analytical and problem-solving skills with attention to detail
- Excellent verbal and written communication abilities
- Proven customer service orientation and ability to de-escalate complex situations
- Ability to work independently and collaboratively in a dynamic, cross-functional environment
- Proficiency in Microsoft Office Suite; advanced Excel preferred
- Knowledge of CCA operations, rate structures, and California energy market regulations a plus
- Written and verbal proficiency in Spanish highly desirable

Work Environment & Conditions

CEA operates in a hybrid environment, with employees generally working from home, and reporting to the office at least once per week. This arrangement may change as the needs of CEA change. Occasional local travel may be required with employees expected to attend CEA events, meetings and workshops as needed.

CEA is an agency required to adopt and promulgate a Conflict-of-Interest Code (“COI”). The COI code requires employees in designated positions, including those identified under the interim disclosure process to file a Statement of Economic Interests (Form 700) on an annual basis. A successful candidate accepting this position may be required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.



Compensation and Benefits

Salary: \$85,000 - \$150,000 per year, DOQ.

- Group health benefits with 100% employee and 50% dependent coverage for medical, vision and dental
- Other insurance includes Long-Term Disability, Basic Life Insurance and Supplemental Life Insurance
- Monthly technology allowance
- CEA provides a contribution of 7.5% of salary for each employee into a 401(a)retirement plan. CEA's contributions to the 401(a)plan vest in equal annual amounts over five (5) years based on the first day of employment. Employees may voluntarily contribute to a 457(b) deferred compensation plan according to IRS limits.
- Vacation – 15 days per year increasing with years of service to a maximum 25 days
- Sick Leave – 8 hours per month, with maximum accrual of 144 hours
- Paid holidays – 10 paid holidays plus winter break between December 24 - 31

Apply Now

For priority consideration, **apply immediately** by emailing your cover letter and resume to [Cindy Krebs Consulting](#). Applications will not be accepted after February 13, 2026. If you have questions or would like additional information, please contact Cindy Krebs via one of the following options:

Phone: [206-601-6874](tel:206-601-6874)
Email: ckcincus@outlook.com
LinkedIn: [CKC LinkedIn](#)



Cindy Krebs Consulting