

POSITION DETAILS

TITLE: Customer Program Manager

LOCATION: Philadelphia, PA or New York City, NY (primarily remote during COVID restrictions)

HOURS: Standard business hours

TRAVEL: Currently, minimal/none. "Post-COVID", up to 25%, but typically 2-4 days/month

JOB TYPE: Salaried (compensation competitive and commensurate with experience)

BENEFITS: All employees receive access to our health insurance plan (we cover 75% for employees, spouses and children), leave policy, 401K with match, and a stock option grants

OVERVIEW

ConnectDER is currently seeking a Project Manager to ensure the delivery of our products to our enterprise customers.

The successful candidate will interact with a wide range of stakeholders potentially including electric utility staff, solar installers, utility regulators, vendor partners, and government agency staff to gather project requirements, define scope and budget, maintain participant engagement, report and track progress, and ensure deliverables are met.

JOB DUTIES

- Interface with a wide range of external stakeholders such as solar installers, electric utilities, electrical inspectors, regulators, vendor partners, and homeowners
- Draft, maintain, and execute project implementation plans
- Coordinate delivery and invoicing with ConnectDER staff from product, engineering, and customer support teams
- Draft project delivery reports for internal and external stakeholders
- Train new customers on ConnectDER's Cloud software, and correspond with them to ensure successful delivery
- Perform customer onboarding and provide Tier 1 or Tier 2 customer service support
- Gather feedback on our product and our services in conjunction with the sales and product teams
- Maintain professional standards of conduct as an outbound representative of the company

CANDIDATE REQUIREMENTS

Required:

- Demonstrated success over 3-5 years experience managing enterprise project delivery in either IT/OT or field operations
- Experience with project and workflow management systems (ex: JIRA), MS Office Suite, and web-based user dashboards (for customer support and troubleshooting)
- Utmost dedication to implementation of company field and in-house practices
- Excellent communication and documentation skills, especially for conveying concepts to listeners with a wide range of technical expertise

Preferred:

- PMI certified
- Electric power utility and/or distributed renewable energy experience

IDEAL CANDIDATE QUALITIES:

COMMUNICATIVE AND FACILITATIVE – is happiest when information is structured and conveyed effectively to everyone’s benefit

ENTREPRENEURIAL – thrives on working in a continually evolving environment where everyone’s contribution is valued and essential

PERSONABLE – enjoys being around people and sharing knowledge

THOROUGH – someone who drives issues to resolution and promotes clarity

DEDICATED – to customers, to partners, to co-workers, and to safety

FLEXIBLE – adaptable to different audiences and situations

The ideal candidate is an inventive problem solver that can identify and implementing process improvements that speed delivery of product to our growing customer base. This would be a good position for anyone with an interest in the renewable energy industry who is looking to join an innovative company that puts no limits on personal achievement and success.

WHAT SUCCESS LOOKS LIKE

Successful candidate accomplish the following in their first six months:

- Take managerial ownership of 2-3 key company projects, both internal and external
- Review and update “delivery playbook”, templates for project onboarding and delivery management documentation

COMPANY

ConnectDER (www.ConnectDER.com) represents part of the next generation in US-based product development. Our goal is to quickly generate new technologies targeted at isolating and surmounting specific barriers in the distributed generation and smart grid industry.

Our flagship product, the Smart ConnectDER, is a plug-and-play interface for rapidly connecting residential solar photovoltaic systems to the grid and managing them using embedded telemetry and communications.

We currently have a robust development schedule in addition to ramping up manufacturing and delivery of the existing products. We are a small company, with excellent facilities, and a growing book of work to support.

CONTACT

Interested candidates should apply by contacting ConnectDER at careers@connectder.com. Please include a resume in PDF format and at least one professional reference.

ConnectDER welcomes any and all qualified applicants to apply for this position. Our organization values individuals from all backgrounds, and continually works to create an environment where every one of our team members feels valued and can meaningfully contribute to our overall success. Those of historically underrepresented genders, ethnicities, geographic, and socio-economic backgrounds are specifically encouraged to apply for opportunities at ConnectDER.