



Job Opportunities at E Source

For more than 18 years, E Source has provided information services focused on retail energy markets, services, and technologies. At our core is an exceptional team of research professionals whose technical and analytical skills and real-world experience have earned E Source international acclaim. Our customers value their relationships with us because we're always ready to provide prompt, friendly, expert advice and guidance. Clients include roughly 300 electric and gas utilities, other energy service providers, large energy users, government agencies, and other organizations from nearly two dozen countries worldwide.

Open positions

[Leader, Technology Assessment Service; Efficiency Services](#)
[Project Editor, Creative Services](#)
[Researcher/Writer on Customer Service Issues](#)
[Web Developer, Creative Services](#)

Leader, Technology Assessment Service; Efficiency Services

Full time, regular (#300-09)

Utilities are spending billions of dollars on demand-side management (DSM) initiatives to help their customers lower their energy bills and to meet regulatory and emerging carbon requirements. Knowing how end-use technologies* work (and don't work) is key in determining what to include in those programs, as well as important information to assist end users in their equipment-purchasing decisions. The successful candidate will join us in helping utilities determine which technologies they should offer or recommend to their customers.

Our Member Services group is looking for a service line leader with excellent people skills and experience as a public speaker and writer. The service leader has a highly interdisciplinary role in our business—one in which skills in project management, marketing, product development, customer retention, and even research and analysis come into play. With 65 people on staff, E Source is a growing company with a prime focus on delivering energy-efficiency research. We offer a broad line of energy information and advisory services to the energy industry, targeting utilities, government organizations, and large end users across North America.

The *E Source Technology Assessment Service (TAS)* ([download brochure PDF](#)) provides research, information, and advisory support directed at utility personnel who are responsible for technology services, emerging technology, account management, design and implementation of DSM programs, and other products and services that utilize or incorporate energy-consuming technology. This service is also directed at Fortune 500 energy managers who use this technology information for energy management, environmental decision-making, and operations and maintenance procedures. This research focuses on stationary energy-consuming residential, commercial, and industrial technologies; emerging technologies; energy-efficiency and demand-response technologies; appliance efficiency standards; and the operation and maintenance of equipment.

Specifically, this job will provide full-time support and assistance in product management and delivery channels for TAS, as well as other duties as directed. This person will be responsible for member services and communication, customer account management, retention of business, product management

including profit and loss responsibility, and ensuring customer satisfaction with E Source and the TAS subscriptions.

You will also help E Source develop innovative new offerings for this market segment. You'll work closely with our Research department, translating the customer needs you identify into research projects. You'll have ample opportunity for travel as you go out to meet our customers in person and to attend and make presentations at national conferences in this field.

This position is located at E Source headquarters in **Boulder, Colorado**, one of the most beautiful and intellectually stimulating mountain cities in the U.S. It offers incredible opportunities for outdoor activities of all kinds, as well as access to diverse educational, cultural, and artistic communities.

** These are electric and gas-consuming appliances, equipment, and other end-use technologies used in commercial, institutional, industrial, and residential buildings. They include lighting, HVAC, motors, refrigeration, building envelope, photovoltaics, plug-in electric hybrids, and pumps.*

Key Duties and Responsibilities

Customer account management, including:

- Retaining revenues and customers. This is the service leader's primary responsibility. It will require making regular and meaningful contacts with customers by telephone, at conferences, via e-mail, and in face-to-face meetings. The successful candidate must be able to travel 10 to 20 percent of the time throughout the year.
- Building customer relationships.
- Maintaining and increasing customer satisfaction.
- Expanding customers' use of their existing E Source memberships.
- Understanding customer needs.
- Creating tailored solutions for customer problems.
- Helping to promote use of our Member Inquiry Service and answering some of the questions members submit. The Member Services team serves as a key inbound channel for such inquiries. We find that customers who use the Member Inquiry Service are very likely to renew their memberships; the service leader is a key player in leveraging inquiry responses to help drive renewals.
- Maintaining regular and ongoing customer communications (including e-mail announcements of new reports and web conferences) and analyzing e-mail "open" statistics.
- Helping the Sales team to grow and build on existing accounts.

Product management, including:

- Taking responsibility for the profitability of TAS.
- Providing thought leadership for TAS.
- Expanding the product line by initiating, developing, and launching new deliverables.
- Developing an integrated research agenda, including topic selection for reports and other deliverables.
- Participating in Research department reviews for your markets and/or topical areas.
- Analyzing product uptake and download statistics for online deliverables.
- Working with our Marketing staff on communications and promotions for TAS.

Industry outreach and market development, including:

- Reading and monitoring ongoing research to stay current and to track markets, staying current on industry trends and issues, and tracking market developments.
- Staying knowledgeable about subjects related to technology and energy management services.
- Making presentations to customers at their sites or at industry conferences.

- Providing the Sales team with support for new sales.
- Organizing conferences, working with our Events and Marketing teams. Responsibilities include agenda development, speaker recruitment, help with promotion, and encouraging member attendance.
- Responding to consulting proposals in collaboration with the Research and Creative Services teams.
- Supporting and contributing ideas for new product development.

Qualifications

- At least 5 years of energy/utility-industry experience and familiarity with end-use technologies.
- Documented knowledge in the following areas: energy-efficient technologies, DSM programs, corporate energy management, climate-change issues, carbon-management issues, renewable energy, and customer service.
- College degree, preferably in engineering; graduate degree desirable.
- Strong public-speaking skills.
- Good writing skills.
- Ability to translate complex technical details into simplified facts.
- Strong communication skills.
- Strong interpersonal skills, including the ability to work in a team/collaborative environment.

Metrics for Success

- Meeting customer and revenue retention targets.
- Sustaining and improving customer satisfaction.
- 360° feedback from staff.

In addition to competitive salaries and benefits, E Source offers an energized, upbeat work environment. Our business culture rewards goal-oriented professionals who enjoy meeting challenges head-on.

HOW TO APPLY

If you are interested and feel you meet the requirements of this position, please download and complete an [E Source application form](#) and send it with a cover letter and any samples and/or links to sites containing your work to jobs@esource.com with "Leader, Technology Assessment Service; Efficiency Services (300-09)" in the subject line. You may also fax the information to 303-345-0004. E Source is an Equal Opportunity Employer.

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Project Editor

Full time, regular (#400-04)

E Source creates new tools and delivers unbiased energy industry research geared to the needs of electric and gas utility professionals, corporate energy managers, and utility customers from the residential, business, commercial, industrial, and institutional market sectors. Each year our Creative Services team edits, packages, and publishes reports, online resources, web conferences, marketing pieces, and materials for in-person events.

We're looking for a focused, upbeat individual with proven skill as a hands-on line editor. We work hard to "delight, inform, and educate" our audience, providing enough technical detail for experienced utility staff without alienating new utility employees or energy consumers who aren't familiar with industry jargon. Most of our content is written by in-house research staff, and the editors work collaboratively with these

authors. Knowledge of HTML coding and web production tools would be a plus, as would familiarity with the energy industry markets we serve.

But that's only one part of the job. Working independently and as a member of the Creative Services team, our project editors are also responsible for coordinating publication processes, keeping in-house clients informed, and ensuring on-time delivery of content. We need someone who enjoys analyzing projects on multiple levels, able to identify mismatches between planned content and the intended delivery channel, to recognize discrepancies in the time allowed and the work required, and to come up with innovative solutions. Editors must be able to juggle competing priorities to ensure that business goals are met.

Key Duties and Responsibilities

- Editing. Accurately perform technical edits following house style to ensure appropriate "voice" for each audience and proper fit with the intended delivery mechanism. Tag and check document structure for compliance with our XML conversion processes.
- Project management. Direct the publication process for assigned materials, working independently and as part of a publication team that includes design and web development staff, internal clients, and, for some jobs, external clients. Must be able to efficiently analyze complex projects, identify problems, and create solutions. Flexibility in dealing with changing requirements and processes is also important.
- Scheduling and data management. Demonstrate a clear drive for results in meeting product deadlines. Create appropriate schedules and effectively communicate them to content owners and other stakeholders. Accurately record time in our project management software.
- Coordinating the work of freelance editors. May oversee and review the work of freelance project editors and proofreaders who contribute to assigned projects.
- Handling special projects. May be asked to provide editorial, project management, or other support services for special projects, such as providing in-house authors with training in new production processes.

Qualifications

- College graduate with at least a BA or BS degree.
- At least 3 years of appropriate editing experience and at least 2 years of applicable project management experience. Comprehensive knowledge of English grammar and spelling required, as well as a strong interest in editorial issues. Must be able to follow detailed house style guides and department procedures. Competency to be demonstrated by performance on our editing and proofreading tests.
- Solid computer skills for word processing and art preparation. Familiarity with MS Office is absolutely essential. Knowledge of HTML coding would be a definite plus. Must be able to learn new software, as we are constantly reevaluating the tools we use and expanding the skill sets of our staff.
- Basic understanding of web publishing requirements—technical, functional, and aesthetic—is highly desirable.
- Must be detail-oriented, possess strong written and verbal communication skills, be able to juggle competing deadlines, and be flexible about job assignments. Must be able to effectively deal with changing priorities.
- Should understand the difference between research copy and marketing copy—and be able to show that distinction in your work.
- Knowledge of the energy industry and energy-related subjects would be a major plus.

HOW TO APPLY

If you are interested and feel you meet the requirements of this position, please download and complete an [E Source application form](#) and send it with a cover letter, resume, and links to samples of your work, if available, to jobs@esource.com, with "Project Editor, 400-04" in the subject line. You may also fax the

Researcher/Writer on Customer Service Issues

Full time, regular (#500-19)

Do you want to help companies better serve their customers? Would you enjoy learning and writing about trends in customer service?

E Source has an opening in Boulder, Colorado, for a Research Associate. We want someone who is passionate about research and wants to become an expert in customer service issues for energy utilities. Projects will address many different aspects of customer service: utility call centers, billing, automated telephone menus, utility web sites, and Internet-based service options, among others.

We're looking for demonstrated ability in analytical and factual writing, strong interviewing skills, web-based research skills, and the ability to multitask and hit deadlines. You'll be presenting your research in articles and reports intended for a wide audience, so a clear, accessible writing style is essential. Experience in business or feature journalism is a plus.

You'll also be presenting findings to industry audiences in person and through web conferences, so you should be comfortable speaking before groups. Competence with Microsoft Excel charts and spreadsheets will be an advantage.

E Source is an independent research firm headquartered in Boulder, Colorado. We serve our customers—principally electric and gas utilities located throughout North America—with business intelligence and analysis regarding retail energy programs, technologies, customers, and markets.

HOW TO APPLY

If you are interested and feel you meet the requirements of this position, please download and complete an [E Source application form](#) and send it with a cover letter, resume, and two recent writing samples solely by you to jobs@esource.com, with "Research Associate, 500-19" in the subject line. You may also fax the information to 303-345-0004. E Source is an Equal Opportunity Employer.

Web Developer, Creative Services

Full time, regular (#410-14)

The web developer will have primary responsibility for developing, implementing, tracking, maintaining, and updating internal- and external-facing web pages, applications, and tools for esource.com and all other web-related development projects, working independently and as a member of the Creative Services team. The web developer is also responsible for reviewing all web templates, applications, and tools for conformity with house and company style, branding, and formatting. This person will also assist in the organization of incoming web development projects and prioritization with the web manager of Creative Services and editors, as well as our group's internal and external customers, in such a way that deadlines are met and the web pages, applications, and tools delivered are the best quality possible.

Key Duties and Responsibilities

- Show consistent attention to detail and meet required deadlines.
- Develop and maintain PHP modules, HTML pages, various applications, and tools in a CMS-based web site environment for esource.com.

- Develop and maintain database structures for reporting, applications, tools, and the web site CMS.
- Assist in developing content delivery tools on multiple platforms.
- Provide project management, prioritizing of work, and multitasking for all web projects, completing all necessary documentation for project tracking and customer updates for the full product life cycle.
- Work with vendors as well as internal/external clients to identify and solve web problems to meet business needs.
- Work with manager to develop and document department web standards and processes.
- Handle ongoing development for *E Source Business Energy Advisor* as well as special requests and product maintenance.
- Remain current on graphics and web development standards and changes, including, for example, new tags, browser specifications, coding languages, graphic utilities, and programs.
- Ensure that web sites are accessible from a variety of different environments.
- Troubleshoot and repair bugs and problems.
- Perform effectively as an individual and as a cooperative and effective member of a team serving multiple internal/external clients.
- Assist in researching solutions to improve the web site, online tools, and web deliverables.
- Perform other production, design, and web-related tasks as requested by manager.

Qualifications

- College graduate (a BA or BS degree) or higher-level degree, preferably in IT or Computer Sciences, or equivalent experience.
- At least 2 years of relevant experience in web development and/or software development.
- Knowledge of and ability to edit and use current web markup or scripting languages: HTML, XHTML, CSS, PHP, JavaScript, XML, metadata, ASP, MySQL, Oracle, and XSLT.
- Demonstrates proficiency in at least one structured programming language.
- Understands advanced relational database concepts.
- Familiarity with good software architecture practices.
- Familiarity with visual graphic design for the web and for print.
- Familiarity with and ability to use web and desktop publishing/imaging applications such as Photoshop, Illustrator, Flash, Dreamweaver, Acrobat, Quark, InDesign, Excel, and XMLSpy.
- Ability to learn new Internet and authoring technologies relevant for web site development.
- Strong interpersonal and communication skills and the ability to work professionally with a wide range of constituencies in a diverse community.
- Prior project management and customer service experience a plus.
- Ability to work independently and as a member of a team.
- Attention to detail and ability to meet deadlines.

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HOW TO APPLY

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