



CITY OF ANN ARBOR, MICHIGAN
POSITION DESCRIPTION

SEU Strategy & Operations Manager

Job Code: 404360	
Service Area: City Administrator	
Service Unit: City Administrator	
Salary Grade (Non-Union): 11	Pay Scale (Union): N/A CP: No
Exemption Status: Exempt	
Accountable To: Executive Director SEU	
Union/Non-Union: Non-Union	
Union Name: N/A	
Essential Driver: Yes	
Telecommuting Eligible: Hybrid	
Responsible for supervising the following positions: N/A	
Description Prepared By S. Lenski – 3/2026; updated 7/2026 HR Review – CW, BM 3/2026; CW, EB 8/2026 Legal Review of physical requirements – MR 3/4/2026	

Date Position Description Finalized

8/17/2026

Role Summary

The Ann Arbor Sustainable Energy Utility (SEU) is a first-of-its-kind municipal energy utility, launched to accelerate the City's transition to affordable, reliable clean energy. The SEU is drawing national attention as a replicable model for how local governments can deliver renewable energy services directly to residents and businesses. This position is the second-highest ranking role in the SEU, reporting to the Executive Director, and requires someone with the experience, drive, and grit to help build a new organization from the ground up, along with the flexibility to adapt as it scales.

The SEU Strategy & Operations Manager supports the newly formed Ann Arbor Sustainable Energy Utility (SEU) by developing and communicating business strategy, and building and continuously improving operational systems across the SEU's clean energy service lines.

This position operates in a startup-within-the-City environment, where priorities shift quickly and structure is still being built. It requires a professional who is excited to wear many hats, move fast, and adapt to changing business needs, while coordinating closely with colleagues across the City to leverage and align with existing processes, organizations, employees, and systems. This position requires sound judgment and strong prioritization skills, including the ability to identify and advance mission-critical work when demands exceed available capacity, while maintaining service quality and accountability.

First-year focus areas for this role are expected to include:

- Leading the business-operations side of implementation of SEU IT systems (including billing software and CRM), in coordination with City partners
- Establishing asset performance metrics and dashboards to monitor and assess the individual and aggregated performance of SEU assets
- Creating and maintaining living SEU operations documentation (playbook/procedures manual), along with a performance scorecard to track service delivery metrics and support continuous improvement
- Partnering to refine and expand the SEU's strategic deployment plans including revenue model, customer acquisition, service lines, and more.

Duties

Strategic Planning and business development

- Collaborate with the Executive Director on developing and refining SEU business strategy, including revenue model, market positioning, and service line growth
- Provide business and financial analysis to inform strategic and operational decision making across the SEU

Operational systems and continuous improvement

- Establish, document, implement, and continuously improve SEU operational processes and standard operating procedures (SOPs) across customer operations, field/vendor operations, and internal coordination

Business systems (billing, CRM)

- Serve as the SEU business-operations lead for implementation of key operational systems supporting service delivery, which may include customer intake,

CRM/customer data, billing/payment processing, service request workflows, and operations-oriented customer communications

Renewable energy operations and service delivery

- Coordinate day-to-day operational execution for SEU renewable energy services, including issuing RFPs for equipment purchases and/or contractor services, and overseeing energy deployment lifecycle through contractor installations, commissioning, documentation, and ongoing operations and maintenance (O&M) support

Asset management documentation and operational readiness

- Establish asset performance metrics and dashboards to monitor and assess the individual and aggregated performance of SEU assets
- Coordinate with contractors and City stakeholders to ensure complete, accurate, and timely asset documentation is created and retained as part of installation and O&M delivery

Equipment, inventory, and warehousing operations

- Develop and implement an equipment/inventory management approach including receiving, storage, tracking, issuance, and reconciliation/auditing practices

Documentation, playbook development, and performance scorecard

- Develop and maintain a living SEU Operations Playbook/Procedures Manual, documenting processes, roles/responsibilities, workflows, and key operational decisions; keep documentation current as services evolve
- Develop and maintain a performance scorecard (KPIs/dashboards) to track operational performance and service delivery outcomes; establish reporting cadence and use data to drive continuous improvement

Vendor, contractor, and procurement coordination

- Manage operational relationships with vendors and contractors (e.g., installers, O&M providers, equipment/software vendors), including scopes of work, schedules, deliverables, service levels, documentation, and issue resolution

Cross-City collaboration

- Serve as a liaison across the City to coordinate work, resolve operational issues, implement improvements, and support change management in a collaborative, service-oriented, public-sector environment

Related Work

- Perform other duties as assigned, consistent with a startup operational environment and evolving SEU needs
- Travel to various facilities and locations throughout the city, as needed
- May serve as backup in Executive Director's absence

Knowledge of: (position requirements at entry)

- Energy/utility operations and service delivery practices
- Contractor/vendor management practices or supply chain management
- Operational business systems that support service delivery (e.g., CRM/customer data, billing/payment processing, work order/service request workflows, reporting)
- Continuous improvement methods and tools (Lean/Six Sigma concepts, process mapping, standard work, root-cause analysis, performance measurement)

Skills and Ability to:(position requirements at entry)

- Drive execution in ambiguity: make timely decisions, implement, measure results, and iterate
- Apply continuous improvement practices to build scalable operations and deliver measurable performance gains
- Communicate clearly and collaborate effectively with diverse internal and external stakeholders (including contractors, vendors, and multiple City units)
- Organize, prioritize, and manage multiple deadlines in a fast-paced environment
- Prioritize mission-critical activities, manage tradeoffs, and maintain effective progress across multiple simultaneous workstreams
- Demonstrate a strong customer service orientation and a clear commitment to sustainability, equity, and carbon neutrality

Equipment

Standard office equipment, PC, copier, and other miscellaneous office equipment; may include field-related devices/tools as needed for site coordination.

Education, Training and Experience (position requirements at entry)Required:

- Bachelor's degree or advanced degree (preferred) in business, public administration, engineering, operations, energy-related field, or a closely related area
- At least seven (7) years of demonstrated experience in energy/utility operations coordination, supervision, planning, or related field
- At least one (1) year of management (supervisory) experience
- Demonstrated experience building, implementing, and improving operational processes in a complex, cross-functional environment
- Demonstrated experience using continuous improvement approaches and operating with a metrics-driven, iterative improvement mindset
- The City of Ann Arbor will consider an alternative combination of education and experience.

Preferred:

- Advanced degree
- Demonstrated experience in renewable energy operations (solar and/or battery storage/BESS and/or geothermal operations)
- Experience launching or scaling a new service or program, or working in a startup
- Experience working in municipal/public-sector environments or navigating complex organizational processes
- Demonstrated experience in strategy development, such as work in management consulting or internal organizational strategy roles
- Financial and business acumen
- Lean/Six Sigma credential(s) (e.g., Yellow/Green Belt) or equivalent training with applied project experience
- Demonstrated commitment to sustainability and carbon neutrality

Licensing Requirements (position requirements at entry)

- Valid Driver's License

Physical Requirements

Positions in this class typically require: driving, reaching, lifting, grasping and repetitive motions.

Individual must be able to either hear, talk, or see.

The physical ability to operate a motor vehicle.

Move and lift light objects less than 20 lbs. such as mail, files, and supplies. Operating office equipment requiring continuous or repetitive hand/arm movements. The ability to remain in a sitting position for extended periods of time.

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