
Senior Account Manager

DEFINITION

Under general direction and utilizing significant independent judgment, builds and maintains strategic relationships with Alameda Municipal Power's (AMP) business and government customers, community/business organizations, and other city departments; works to continually grow customer satisfaction and increase the customer's understanding of energy usage, rates, billing, power quality, and other service-related needs; promotes electrification, energy efficiency, customer programs and product offerings; represents Alameda Municipal Power (AMP) in a variety of business-related and community events; serves in a lead capacity and trains staff; and performs other related work as required.

DISTINGUISHING FEATURES

This is an advanced-journey level professional classification in the AMP Department. Positions in the Senior Account Manager classification work with key accounts, complex and/or large business, developers and government customers and also lead and train staff.

EXAMPLES OF DUTIES

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification or is similar or closely related to another duty statement.

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Essential Duties

1. Establish and maintain positive relationships with business and government customers to meet customer satisfaction goals; proactively assess account needs through consistent direct customer contact (e.g., calls, site visits, email, presentations, etc.); develop and maintain strategic account plans.
2. Analyze customer operations, energy usage data and billing history to identify trends; advise customers on pricing structures, technical solutions, causes of high usage/demand, and beneficial utility programs, services and technologies; provide applicable guidance on electrification and energy efficiency.
3. Be the trusted energy advisor and single point of contact for business and government customers; manage issue resolution; communicate critical information to customers such as rate changes, planned outages, vegetation management, changes that affect billing, program changes, etc.
4. Promote AMP programs by participating in business and community outreach events (including evenings and weekends); make multi-media presentations to customers and stakeholders; develop sales and outreach strategies; and coordinate with marketing staff on development of program marketing material.
5. Cover on call outage communications on a rotating basis
6. Engage in economic development efforts within the city to help attract new customers to Alameda Point and Harbor Bay by promoting AMP's competitive advantages in clean energy, lower rates and better services.

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July 2009: Senior Customer Programs Coordinator
January 2019: Revised to Senior Account Manager

7. Provide qualitative and quantitative information and reports to AMP staff regarding customer usage and needs for program development, sales/revenue forecasting, rate development, etc.
8. Maintain up-to-date knowledge about the electric industry, market segment trends, new/upcoming technology including electric vehicles/chargers, building electrification, and solar/storage, and regulatory and legal issues pertaining to AMP's key accounts and commercial customers.
9. Oversees account plans with measurable objectives (e.g., electrification and energy efficiency rebates and program participation, customer satisfaction), and reports progress via agreed-upon KPIs.
10. Train staff and serve as the lead for the Account Services team.

Other Duties

11. Perform related duties and projects as assigned.

WORKING CONDITIONS

- Work is performed in an office, business and/or client location setting.
- Occasional exposure to wet or humid conditions; extreme cold or extreme heat.
- Occasional exposure to fumes or airborne particles, and vibration.
- Noise level is usually moderate, ambient office sounds such as speaking, working office equipment, and software.
- Frequent public and customer interaction facilitating and participating in business and community events, performing B2B sales, and maintaining existing accounts.
- May be required to work irregular hours or respond to emergencies and/or outages after hours.

PHYSICAL DEMANDS

- Sitting or standing for extended periods of time including but not limited to long distance travel with extended periods in a motorized vehicle.
- Dexterity of hands and fingers to operate objects, controls, and/or tools such as but not limited to a computer, computer keyboard, and standard office equipment.
- Occasional lifting, pushing, or pulling of objects up to 25 pounds.
- Vision abilities or ability to interpret, read, and maintain various documents, such as files and reports, in electronic and non-electronic formats.
- Reach with hands and arms; repetitive movements of hands or wrist; climb or balance; stoop, crouch, squat, crawl, walk; twist and bend from the waist.
- Fieldwork may involve mobility on uneven terrain.
- Hearing and speaking to present and exchange information and communicate in person and by telephone with clients, businesses, and partners.

EMPLOYMENT STANDARDS

Education/Experience

Any combination of education and experience likely to provide the required knowledge and abilities; a typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited four-year college or university with major course work in engineering, energy resource management, economics, environmental studies, business administration, or a related field.

Experience: Five years of progressively responsible professional experience in account

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management, business development, or program/project management in the utility industry or related field, which includes two years performing account management duties.

Knowledge

Knowledge of principles and practices of customer relationship management, and public relations, and; principles and practices of electric utility programs and services; principles and practices of energy resource management; electric utility economics and demand-side management for commercial and industrial applications; residential, commercial, and industrial business energy needs; equipment, products, and services related to energy efficiency, electrification and energy resource management; commercial and industrial electrical distribution systems; public speaking and presentation skills using a variety of media; effective methods of communications both oral and written; modern business computer operations and applications including input and retrieval of information using word processing, spreadsheet, database, and presentation programs such as Microsoft Word, Excel, and PowerPoint; modern communication technologies and media including smart phone, email and internet; and effective methods of leading and training staff.

Abilities

Ability to build and maintain relationships with a variety of customers; develop sales/marketing strategies; conduct "cold calls" and outreach; read and interpret contracts, financial data, utility rates and billing, building plans, and other related technical data; read and interpret state and federal regulations and assess impacts on utilities and customers; interpret and apply established policies, procedures, codes, and regulations; fully understand utility programs and services and match these programs and services with customer needs; analyze and evaluate programs, services, trends, and business processes; organize data for analysis and presentation to staff, customers, and other stakeholders; perform mathematical and statistical calculations; establish and maintain accurate records; handle multiple priorities, organize workload, and meet deadlines; exercise independent judgment and work with minimum supervision; work independently and on a team; perform both complex and routine work with speed and accuracy; draw valid conclusions and make appropriate and reasonable recommendations; communicate clearly and concisely, both orally and in writing; establish and maintain tactful, courteous, and effective working relationships with employees, public officials, other departments and agencies, businesses, and the general public; proficiently utilize modern work-related technology and business computer applications; plan, assign, oversee, and review daily work of assigned staff; provide lead direction and training to assigned staff; and maintain level of knowledge required for satisfactory job performance.

Special Requirements

Willingness and ability to work outside regular scheduled hours to meet operational needs.

Other Requirements

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.

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