



Key Accounts Representative

GENERAL OVERVIEW OF POSITION:

The Key Accounts Representative is directly responsible for the public relations of the Utility as well as marketing, demand-side management, energy education, and key account management. The Key Accounts Representative position is exempt and reports to the Key Accounts & Meter Services Manager.

This position works to proactively manage the company's relationship with the larger and more complex commercial and industrial customers by serving as the customers' single point of contact. The position develops relationships with the portfolio of MPU's largest customers, acquires a thorough understanding of key customer needs and requirements and proposes solutions that meet customer's objectives. The Key Accounts Representative's primary goal is delivery of traditional and non-traditional value-added services, in a method that assures a high degree of customer satisfaction.

EXAMPLES OF DUTIES AND RESPONSIBILITIES (Illustrative only):

- Identifies key industrial accounts and acts as the primary contact on issues relating to the Utility;
- Serves as the link of communication between key customers and internal teams;
- Resolves any issues and problems faced by customers and deal with complaints to maintain trust;
- Provides energy auditing and power quality services to key commercial and industrial accounts;
- Remains informed on new and changing products, procedures, and processes in the industry through review of technical manuals and through conference and seminar attendance;
- Proactively prepares and reviews billing records and demonstrates the ability to explain key billing elements to customers;
- Develops and actively promotes Utility sponsored energy and water conservation and efficiency programs for Key customers;
- Oversees the Economic Development and Shared Savings loan programs;
- Prepares regular reports of progress and forecasts to internal and external stakeholders;
- Provides energy and utility related educational programs to schools, customers, and civic groups;
- Coordinates tours and open houses of MPU facilities;
- Administers public relations function of the Utility including press releases and customer communications;
- Benchmarks customer satisfaction through surveys and focus groups;
- Maintains cooperative relations and coordinates department activities with peer agencies and other departments. Conducts research, compiles information, completes special projects and various reports;

- Responsible for appropriate application of rates and tariffs;
- Assists in rate cases and provides input into innovative rate design;
- Prepares necessary periodic reporting for regulatory authorities, Commission, and others;
- Maintains availability for after-hours response due to emergencies and outages;
- Participates in Utility strategic planning function;
- Other tasks and projects as identified.

(Note: The duties listed above are intended as illustrations of the various types of work performed by persons in positions covered by this classification specification. This list is not all inclusive. The omission of a particular job duty does not mean that the duty is not one of the essential functions of the position. Management reserves the right to assign employees in this classification to duties not listed above, if the duties are fairly within the scope of responsibilities applicable to the level of work performed by employees in positions covered by this classification specification.)

REQUIRED EDUCATION, TRAINING AND EXPERIENCE:

- Bachelor's Degree in Business Management, Communications, Engineering or related field;
- Supplemental technical education and training in electrical/mechanical theory is desirable;
- Prior utility operation experience with emphasis on customer service or a combination of experience and training which provides the required knowledge, skills, and abilities is preferred;
- Requires at least three (3) years' experience in commercial and industrial customer account management.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Exceptional managerial and supervisory skills, along with the ability to communicate effectively with employees, customers, and other stakeholders;
- Experience in sales and providing solutions based on customer needs;
- Proficiency and complete understanding of water and electric operations, application of rates and tariffs, and billing and collection procedures;
- Knowledge of rules and regulations of the state Public Service Commission, Wisconsin state statutes, and other laws pertaining to utility operation and debt collections;
- Familiarity with the operation and technical theory of a wide range of customer-owned end-use equipment and processes, and ability to recommend energy efficient alternatives;
- Computer skills, including spreadsheet, work processing, customer information system, and graphics;
- Must be a self-starter;
- Ability to work with limited supervision;

- Must maintain confidentiality of customer accounts;
- Ability to prioritize tasks to meet the mission of the Utility.

PHYSICAL REQUIREMENTS:

- Ability to perform demanding physical tasks at times such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces and lifting or carrying moderately heavy (up to 50 lb.) items.
- Sitting at a desk for extended periods of time.

ENVIRONMENTAL REQUIREMENTS:

- Exposure to adverse environmental conditions

SENSORY REQUIREMENTS:

- Color, sound, odor, depth, hearing and visual perception and discrimination
- Good oral communication ability

OTHER REQUIREMENTS:

- Possession of a valid driver's license and a good driving record
- Residency requirement
- May be required to use personal vehicle for use on the job

Revised and accepted on: March 28, 2019