



## Key Accounts Manager

applications due May 10, 2019 by 5 PM

### About East Bay Community Energy

East Bay Community Energy (EBCE) is a Community Choice energy service provider formed as a Joint Powers Authority (JPA) to serve approximately 600,000 customer accounts across Alameda County. The service territory has a population of over 1.5 million residents and an annual load of approximately 6 TeraWatt Hours. EBCE's charter is to provide its customers with low carbon, cost effective electricity that integrates innovative energy products and maximizes local benefits through the development of local solutions, ranging from increasing access to rooftop solar to supporting the adoption of electric vehicles. EBCE formed as a JPA in December 2016 and launched service to commercial and municipal customers in June 2018 and residential customers in November 2018. EBCE is looking for candidates that are passionate about making a meaningful local impact to California's energy system through this developing CCA industry. We want creative problem solvers that are excited to work in an entrepreneurial environment and grow our organization!

### Position Summary

EBCE is seeking to hire a full-time Key Accounts Manager, reporting into the VP of Marketing and Account Services. The Key Accounts Manager is the primary point of contact for our largest customers and informs the development of services and programs for local businesses. This position will work with internal team members and external vendors or contractors as necessary to ensure excellent customer relations.

- **Culture:** EBCE fosters a culture of open communication, responsibility, curiosity, accountability and caring. As a small team, cultural fit is key to individual and team success.
- **Start date:** Target June 2019. The deadline to apply is May 10, 2019 at 5 PM. Candidates should send application materials to [jobs@ebce.org](mailto:jobs@ebce.org) and [cc ahenderson@ebce.org](mailto:cc ahenderson@ebce.org) with the Job Title in the subject line.
- **Location/Employment:** This position will be based in EBCE headquarters in Oakland. We are an equal opportunity employer and strongly encourage people of color, women and those who identify as LGBTQ to apply.
- **Compensation and Benefits:** Competitive compensation package offered, based on candidate experience. EBCE offers a generous benefits package including health, wellness, retirement, transit, vacation, and other benefits.

### Position Details

#### Essential Duties and Responsibilities

- Customer Engagement
  - Establish relationships with and serve as point of contact and internal advocate for major energy users and commercial/industrial customer classes, with an emphasis on customer retention and access to programs and services
  - Serve as primary point of contact for Key Accounts (approximately 200 customers)
  - Conduct regular in-person meetings with all Key Accounts
  - Develop and present informational webinars targeted to business customers
  - Develop quarterly events for Key Accounts

- Work with marketing team to engage customers in EBCE offerings and develop messaging that speaks to the needs of Key Accounts
- Actively listen to and/or survey key accounts and report learnings to EBCE's executive team
- Account Management
  - Problem-solve issues identified in daily monitoring reports of Key Accounts billing and call center interactions
  - Serve as point of contact for call center escalations from Key Accounts
  - Review and process Key Account enrollment actions
  - Facilitate data requests from Key Accounts
  - Address billing issues per Key Account or on systematic basis
  - Maintain rate models for cost comparison and other analytical purposes
- Rates and Programs
  - Inform development of programs, services, and rates as the internal business customer advocate
  - Serve as EBCE lead for integration of commercial programs, rate changes, and other efforts implemented in conjunction with PG&E, such as default rate changes and Net Energy Metered bill presentation
- Business Development
  - Identify commercial customer concerns and needs
  - Propose programs, rates, and other mechanisms to address commercial customer concerns and needs
  - Participate in CalCCA's discussion group for Key Account Representatives to stay abreast of industry trends and best practices
- Communications
  - Lead the development of an annual performance report for Key Accounts
  - Work with Marketing Director and Customer Care Manager to develop communications to key non-residential customers through multiple channels, including direct engagement, targeted marketing campaigns, and use of EBCE website and call center
- Outreach
  - Represent EBCE at industry events to clearly articulate its vision for cleaner power at competitive rates and local control
  - Identify stakeholders and organizations that EBCE should engage to benefit and enhance its Key Accounts' experience
  - Organize and staff in-person group meetings such as business breakfasts, round tables, or other forums with broad commercial participation, as needed
  - Engage with local business organizations such as chambers of commerce and local business associations
  - Conduct annual business customer needs assessment
  - Work with executive management and across departments to develop an outreach strategy for Key Accounts and participate in other strategic efforts for customer engagement.

#### Education, Experience, Knowledge, and Skills

- Education:
  - Bachelor's degree in related field
  - Master's degree in a related field is desirable

- Experience:
  - Minimum five (5) years of experience with account management in the energy industry
- Knowledge:
  - Community choice energy programs in California
  - Public agency governance and public meeting protocols; Previous experience working with an external board and governmental agencies a plus
  - Understanding of commercial customer attitudes and needs and how commercial customers make energy decisions
- Skills:
  - Quantitative
    - Perform rate analysis with multiple rate classes, tiers, and billing components
    - Ability to aggregate and analyze large volumes of customer-related data
  - Communications
    - Convey complex information in a simple and understandable manner
    - Conduct effective interpersonal communication in order to make persuasive presentations and written proposals on highly technical subject matters
    - Speak effectively and comfortably before groups of customers, elected officials, and community organizations
    - Excellent verbal and written communication skills
  - Work Style and Management
    - Manage multiple priorities, meet deadlines, and quickly adapt to changing priorities in a fast-paced dynamic environment
    - Take responsibility and work independently, as well as coordinate team efforts
    - Demonstrate patience, tact, and courtesy; Exercise sound judgment, creative problem solving, effective dispute resolution, and commercial awareness
    - Establish and maintain effective working relationships with persons encountered during the performance of duties
    - Thorough and detail-oriented, with a superior level of accuracy and precision in work products
    - Interact professionally and effectively with community groups, elected officials, EBCE staff team, and Board of Directors
    - Ability to effectively manage and influence outside personnel and indirect reports
  - Technical
    - Experience using Customer Relationship Management (CRM) software such as Hubspot and Salesforce
    - Proficiency in use of Microsoft Office Suite including Excel, Word, PowerPoint, and Adobe Acrobat
    - Familiarity with collaboration platforms such as Amazon Web Service, Google Drive, SharePoint, and Confluence

### **Working Conditions**

The physical demands described here are representative of those required for the position. Position requires sitting, walking, standing, bending, and twisting in the performance of daily activities. The position requires hand manipulation and repetitive hand movement and fine coordination in using a computer keyboard. The position requires near and far vision in reading reports and use of a computer. Acute hearing is required in supporting meetings and providing phone and in-person customer service. The position occasionally requires lifting and/or moving objects up to 20 pounds. EBCE will make

reasonable accommodation of the known physical or mental limitations of a qualified application with a disability upon request.

**Licenses/Certificates**

Possession and continued maintenance of a valid class C California driver’s license or the ability to provide alternate transportation as approved by the CEO and a safe driving record.

**Submission Requirements**

Applicants must submit a cover letter outlining key qualifications and reasons for your interest, current resume including education, writing sample if applicable, and 3 professional references. Please email these documents and any questions to: [jobs@ebce.org](mailto:jobs@ebce.org) and [ahenderson@ebce.org](mailto:ahenderson@ebce.org) by 5 PM on May 10, 2019.

*The information contained herein does not constitute either an expressed or implied contract, and these provisions are subject to change.*