



Job Description: Key Accounts Specialist (SLO)

Summary

The Key Accounts Specialist works under direction of the Manager of Energy Account Services and is responsible for building and nurturing lasting relationships with MBCP's key customer accounts. The Key Accounts Specialist must possess the ability to position themselves as a dedicated resource, supporting a wide range of account related issues, including customer service, customer retention and business development. This position will work with Monterey Bay Community Power's (MBCP) key commercial, industrial, and agricultural accounts in both Santa Barbara and San Luis Obispo counties to ensure customer satisfaction and retention as well as understand key account customer needs related to MBCP's energy programs. The Key Accounts Specialist shall maintain positive relationships with all MBCP customers and assist with relevant enrollment activities, event outreach and presentations as may be necessary from time to time. This position will be located in San Luis Obispo.

Job Description

The Key Accounts Specialist will support the Manager of Energy Account Services in strategic outreach to MBCP's large customers as well as other customer engagement related to billing operations within assigned territory. The Key Accounts Specialist is also accountable for identifying and addressing systemic customer relationship issues as they arise and developing/offering new programs of benefit as they are developed.

Essential Duties and Responsibilities (Illustrative Only)

- Manage strategic accounts, including large commercial, industrial, agricultural, and municipal customers.
- Primary point of contact for key commercial accounts during MBCP's enrollment of new customers.
- Stay informed and educated about current and upcoming rate structures and tariffs relative to commercial, industrial, and agricultural customers.
- Responsible for the retention of key commercial customers within assigned territory.
- Execute communication and outreach strategies support key customer adoption of new MBCP and/or Investor Owned Utility programs and initiatives such as:
 - New bill design and rate structures
 - Industrial-Commercial solar and wind projects
 - Building Electrification
- Identify, advocate for, and support the implementation of solutions to deficiencies in the services provided to MBCP's customers.
- Provide training regarding both MBCP and broader Community Choice Aggregation operations to key account staff and others as needed.

- Identify and recommend solutions to increase customer retention and customer satisfaction with MBCP services and tariffs.
- Conduct customer follow-up as needed, including providing cost comparisons for strategic accounts.
- Provide support and guidance for Account Representatives and other staff on account or program-related issues.
- Ensure customer inquiries and issues are resolved in a timely manner.

Supervisory Responsibilities

- No direct supervisory role

Minimum Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Experience/Education

Any combination of education and experience that would provide the knowledge and abilities listed. Typically, equivalent to possession of a Bachelor' degree from an accredited college or university in Business Administration, Engineering, Communications or a related field and four years of experience in Account Services, energy industry operations and/or commercial account management, Business -to-Business Sales.

Knowledge of:

- Expertise in electric utility rules, tariffs, bill design and terminology.
- Microsoft Office Suite including Excel, Word, PowerPoint, and Adobe Acrobat.
- Knowledge of account services, customer service, and program management.
- Salesforce or equivalent CRM platform for the recording and reporting out on customer relationship activities.
- English usage, spelling, punctuation, grammar, and business letter writing; Spanish and other languages a plus

Ability to:

- Strong communication and interpersonal skills with aptitude in building relationships with professionals of all organizational levels.
- Interact effectively with commercial, Industrial, and agricultural customers, local community groups and organizations.
- Exercise sound judgment, creative problem solving and commercial awareness.
- Manage projects and time efficiently; adept at multi-tasking in a fast-paced environment.
- Be self-motivated with a strong drive to retain and build customer base, track, and resolve issues quickly and effectively.
- Take responsibility and work independently, as well as coordinate team efforts.
- Demonstrate patience, tact and courtesy with a variety of customers and personalities.

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 40 pounds. MBCP 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, safe driving record and evidence of insurance.

Location and Compensation:

This position will operate out of MBCP's San Luis Obispo Office. Salary will be commensurate with experience and market competitive. A full benefits package is also offered as part of this salaried position.

Equal Opportunity Employment:

Monterey Bay Community Power is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, gender expression, national origin, age, protected veteran or disabled status, or genetic information.

Application Process:

The position is open until filled. To be considered for this position please submit an application along with a detailed resume, cover letter, and three professional reference via the following link:

<https://hrtogo.agilehr.com/PrivateCareerPortal/JobDetail.aspx?RequisitionId=24717&SourceId=1309>

Resumes will be screened in relation to the criteria outlined in the job description. Candidates deemed to have the most relevant qualifications will proceed with the selection process which may include a written examination, oral presentation, oral interview, or a combination. Telephone calls regarding this position will not be accepted.