



## **Job Description**

### **Account Manager I**

#### **Summary**

The Account Manager I works under general supervision of the Communications Director and has responsibility for a wide range of customer service matters, depending upon the assignment. In general, the Account Manager I will help customers and the public become familiar with the products and programs of Marin Clean Energy and will articulate the special features and qualities of products and services, so that customers participate and gain satisfaction. The Account Manager I will also implement community outreach efforts, participate in community events and perform related tasks as assigned.

#### **Class Characteristics**

The Account Manager I performs customer-related tasks and oversight under the general supervision of the Communications Director and performs a variety of tasks depending upon assignment, that may include: responding to rate, billing and program inquiries from customers and potential customers including key accounts via e-mail, telephone, and in-person dialogue, monitoring and improving billing presentment where possible and performing customer data tracking, customer program development and monitoring, and building relationships with specific customer groups as well as third-party vendors involved in public affairs. The Account Manager I will be responsible for communicating MCE's key, strategic messages consistently to target audiences via printed literature, web-based material, electronic correspondence, and in verbal interactions.

#### **Supervisory Responsibilities**

This job has no supervisory responsibilities.

#### **Essential Duties and Responsibilities (Illustrative Only & Dependent Upon Assignment)**

- Effectively explain terms and conditions of service to customers and respond to questions clearly and adequately
- Develop and deliver email marketing newsletters
- Interface with Deep Green commercial accounts
- Oversee interactions with billing agent regarding billing presentment
- Perform rate and bill analysis for customers as appropriate
- Interface with MCE's call center, data management team, and PG&E representatives to ensure consistent interaction with customers

- Manage incoming customer inquiries with professionalism and tact
- Conduct customer follow-up as needed, including providing billing analysis and interfacing with key accounts
- Ensure accurate monitoring and tracking of interactions with customers
- Attend community events/meetings to represent and present on behalf of MCE
- Deliver presentations to various community groups and local representatives
- Plan, organize, and implement community outreach efforts to enhance marketing of MCE services to the general public, customers, and public agencies
- Initiate and develop collaborative relationships with community members, local business owners, municipal staff, public officials, and other key stakeholders
- Expand Deep Green customer participation and Light Green re-enrollments by emailing, in-site visits, and cold-calling if necessary
- Emphasize product and service features and benefits, quote costs, and discuss customer terms
- Build and foster a network of referrals to create new opportunities for customer growth
- Ensure correspondence with customers is clear, consistent, and timely
- Contact community groups and organizations to solicit support and understanding of MCE products and programs
- Prepare marketing materials as needed for MCE products and programs
- Update MCE website as needed
- Organize and prepare community events and workshops as needed
- Interface with MCE member communities to provide public facing information about MCE products and programs
- Collect and organize Deep Green commercial profiles

### **Break-Down of Time Spent on Various Work Areas**

Direct Customer Interface	25-50% (depending upon assignment)
Community Outreach and Organizing	25-50% (depending upon assignment)
Customer Data Tracking and Planning	25-50% (depending upon assignment)

### **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**

Education and experience equal to a Bachelor's degree in marketing, business administration, communications, or a related field, and a minimum of two years in managing accounts and/or customer outreach with a utility or energy service provider.

### **Knowledge of**

- Community Choice Aggregation programs and its principles and products
- Utility billing structures and bill presentment
- Community organizing, outreach, and planning
- Microsoft Office Suite including Excel, Word, and Power Point, and Adobe Acrobat

- Principles of account management, marketing, and customer sales
- Design tools such as Adobe InDesign and Photoshop and marketing tools such as Constant Contact are desirable

### **Ability to**

- Exhibit strong interpersonal and phone etiquette skills, verbal communications, grammatical, and professional business skill sets
- Interact effectively with customers, local community groups, organizations, and MCE staff
- Manage projects and time efficiently
- Resolve issues quickly and effectively
- Manage multiple priorities and quickly adapt to changing priorities in a fast-paced, dynamic environment
- Take responsibility and work independently, as well as work as a team member
- Work accurately and swiftly under pressure
- Demonstrate patience, tact, courtesy, and flexibility
- Perform rate comparisons and bill calculations with multiple rate classes, tiers, and billing components
- Establish and maintain effective working relationships with persons encountered in the performance of duties
- Deliver clear oral communication
- Be self-motivated and innovative

### **Language and Reasoning Skills**

- Exercise sound judgment, creative problem solving, and commercial awareness
- Develop high-quality writing, research, and communication work products
- Deliver clear and persuasive oral communication
- Apply strong problem-solving skills
- Be thorough and detail-oriented and focus on work at hand

### **Mathematical Skills**

- Add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals
- Compute rate, ratio, and percent
- Draw and interpret bar graphs

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand. The employee must occasionally lift and/or move up to 20 pounds.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.

**ADA Compliance**

MCE will make reasonable accommodation of the known physical or mental limitations of a qualified applicant with a disability upon request.