



Job Description

JOB **Key Account Executive**

TITLE:

DIVISION: Energy Distribution

DEPARTMENT: Energy Distribution

REPORTS TO: Planning and Key Accounts Manager

SUPERVISES: None

FLSA STATUS: Exempt

DATE ISSUED/REVISED: October 2014

GENERAL SUMMARY:

Responsibilities to include managing and coordinating all activities for accounts of customers with substantial energy usage, such as commercial or industrial (C&I) consumers, schools, and local municipalities or other commercial properties. Promotes W-H's products and services to assist with customer needs. These products and services include, but are not limited to, the following: energy audits, energy efficiency, power quality, generation, lighting, security, heating, cooling, off-peak, and renewable generation services etc.

RESPONSIBILITIES

1. Coordinates and oversees energy activities relating to assigned industrial, large commercial and community customers, as well as serving as the primary contact for the account.
2. Manages assigned customer accounts to create and enhance relationships with customer decision makers and operations personnel for improved customer satisfaction. Anticipates and resolves problems and issues with customers and others involved in the account relationship.
3. Reviews, assigns and recommends WH electric rates commercial for assigned accounts and other. Ensures member's rates are competitive, and consistent with WH rates, riders and policies.
4. Serves as the single point of contact and advocate for customers. Works collaboratively with other WH resources and coordinates contracts with assigned customers. Makes recommendations to management to improve customer satisfaction.
5. Fully understands and keeps informed of assigned customer's business challenges and technology.

6. Anticipates business needs, including energy forecasts. Participates in assigned community and area economic development initiatives involving existing and prospective new customers to gather and evaluate information needed to assist them in making sound energy decisions as well as assist in expansion of existing facilities.
7. Establishes and maintains contact with current and future commercial and industrial accounts with the goal of increasing W-H's market share for the products, services and programs we offer.
8. Builds solid, professional relationships with business decision-makers to win over and/or retain their business.
9. Resolves customer inquiries and concerns in a timely manner.
10. Seeks out on-site generation opportunities and lead efforts to install generation facilities to reduce peak demands and costs as well as being a business hedge against power outages.
11. Aggressively monitors power quality for commercial accounts and leads efforts to mitigate these problems for our customers.
12. Proactively monitors local development activities in the planning and pre-development meeting stages of businesses on a system-wide basis
13. Involved in a variety of activities that promotes W-H among the community. These activities include, but are not limited to, business, professional, government, chamber of commerce and community meetings as assigned.
14. Develops and maintains a database of commercial and industrial accounts and contacts made.
15. Conducts and/or coordinates commercial energy audits

JOB CRITERIA

Education and Experience

- Education or experience equivalent to a two or four year degree from an accredited college or university, with emphasis in business administration, marketing, economics, or related area preferred.
- A minimum of five years technical and/or professional experience. Specific experience in the utility industry and with commercial and/or industrial customer support or sales preferred.
- Possesses or is willing to attain accreditation as a certified energy management professional.
- Knowledge of business economics and customer relations, supplemented with appropriate technical expertise to facilitate technical solutions preferred.
- Basic understanding of power and renewable generation and power quality issues

Key Competencies

Technical Competencies:

- Ability to work without close supervision
- Ability to keep privileged information confidential
- Good written and verbal communication skills
- Demonstrated effective interpersonal, verbal, and written communication skills.
- Demonstrated ability to interpret contract language and the understanding of applicable tariffs.
- Demonstrated ability to use computer software programs (e.g., e-mail, word processing, spreadsheet, and project management).
- Demonstrated strong problem-solving skills and the ability to work with others to find solutions to customer requests preferred.

W-H Competencies: Must be able to achieve Quality Results, be Change Oriented, use effective Communication skills, be Customer Driven, foster Innovation, be a Continuous Learner, and display Teamwork behaviors.

Accountability: Full authority to carry out duties and responsibilities for the position; accountable to management for accuracy and efficiency; shall secure approval of Planning Manager when policies are not clear.

Working Conditions – Work in a climate controlled office environment with minimal physical exertion. Activities include working with a computer and filing. Frequently communicates with members, contractors, W-H personnel, consultants, government officials and other utilities. Candidate will be required to travel by car or airplane. Must have the ability to work in a diverse work environment, must possess a valid driver's license. Must have the ability to travel throughout company territory for customer meeting/business; overnight stay may be necessary.

Continuing Education/Leadership Component – All employees are expected and/or required to participate in W-H's Training and Continuing Education program. Each employee will be counseled yearly on training opportunities and requirements required to maintain good standing.

Send applications and inquiries to:

*-Human Resources Department
Wright-Hennepin Cooperative Electric Association
6800 Electric Drive
P.O. Box 330
Rockford, MN 55373*

-Phone: (763) 477-3000 or (800) 943-2667

-Fax: (763) 477-3054

-Email: personnel@whe.org