



Job Opening
Account Manager I or II
Apply by 4 pm on December 7, 2017

Account Manager I: \$51,237 - \$71,689
Account Manager II: \$63,594 - \$97,753

Are you looking for a powerful way to be a part of MCE, California's First Community Choice Aggregation program, and do something beneficial for the environment? Seize this opportunity to become a team member of a growing local government energy provider. MCE is hiring an Account Manager. There is currently one opening and the position will be filled at the I or II level, depending upon the candidate pool.

About MCE:

MCE is a Community Choice Aggregation program that provides 50-100% renewable energy as an alternative to PG&E's electric supply. MCE determines the source and cost of the energy and PG&E continues to manage the transmission and distribution of the energy. MCE is a public, not-for-profit joint powers authority. Members of the agency include the County of Marin and its towns and cities, Napa County and its towns and cities, unincorporated Contra Costa County, Contra Costa County towns and cities of Concord, Danville, El Cerrito, Lafayette, Martinez, Moraga, Oakley, Pinole, Pittsburg, Richmond, San Pablo, San Ramon, and Walnut Creek, and the city of Benicia (Solano County).

About Account Manager Positions:

Account Managers work under general supervision from the Manager of Account Services and have responsibility for a wide range of customer service and community development matters. Responsibilities include responses to customer inquiries, billing analysis, and providing presentations to community groups. Incumbents are expected to be experts in MCE programs which can provide customers or other staff with technical explanations of these programs and billing mechanisms. To be effective, an Account Manager will also need to develop familiarity

with PG&E programs and billing mechanisms as well, and be able to effectively communicate these with the public.

Account Managers work directly with residential and/or business customers via email and telephone, and through in-person "walk-in" interactions. In many cases, Account Managers will need to be able to break down usage and billing data for customers and other staff. The Account Manager must be able to understand utility billing structures, and have mathematical skills to perform such analysis.

The Account Manager will also help in the ongoing implementation of various MCE programs, services, and enrollments in new communities and assist with outreach and community events to new and existing service areas, to both educate and build relationships with various groups.

Account Managers may be assigned with tasks related to the maintenance and implementation of MCE customer programs.

The Account Manager I position is differentiated from the Account Manager II based upon greater responsibilities, which may include supervision, as well as related experience.

Account Manager I

Supervisory Responsibilities

This level does not require supervisory responsibilities.

Essential Duties and Responsibilities (Illustrative Only)

- Effectively explain the MCE program to customers and respond to questions clearly and adequately.
- Explain utility bill details and charges and communicate billing information to customers.
- Perform rate and cost comparisons for customers.
- Provide support for escalated interactions from MCE call center representatives.
- Manage incoming customer inquiries with professionalism and tact.
- Attend, present, and network at community meetings and events as MCE spokesperson.
- Ensure correspondence with customers is clear, consistent and timely manner.
- Interface and maintain relationships with key accounts.
- Utilize CRM to track customer interactions.
- Manage customer programs as assigned by the Manager of Account Services or Directors.

Minimum Qualifications

Experience/Education

Education and experience equivalent to a bachelor's degree in accounting, communications, marketing or a related field and a minimum of two years of experience in customer service with

a utility, energy service provider, or similar profession. Bilingual proficiency in Spanish and English is strongly preferred.

Knowledge of

- Utility billing structures, bill presentment, and/or program operations.
- Community Choice Aggregation (CCA) programs and the services it offers.
- The interaction between CCAs and investor-owned utilities.
- Diverse communities in the MCE service areas.
- Microsoft Excel, including some familiarity with functions and advanced features.
- Familiarity with Microsoft Office Suite, including Power Point and Word.
- Account management, marketing and salesmanship.
- CRM platforms.
- Correct telephone and e-mail etiquette.

Ability to

- Perform rate comparisons and bill calculations with multiple rate classes, tiers and billing components.
- Communicate effectively by phone, verbally and in written form.
- Establish and maintain effective working relationships with supervisors, co-workers, customers, local community groups and organizations and MCE Board members.
- Exercise sound judgment, creative problem solving and commercial awareness.
- Deliver clear oral communication.
- Manage projects and time efficiently.
- Present oneself as confident and detail oriented.
- Perform multi-tasking adeptly.
- Be self-motivated with a strong drive to 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 coordinate team efforts.
- Work accurately and swiftly under pressure.
- Demonstrate patience, tact and courtesy.

Account Manger II

Supervisory Responsibilities

This level may require some supervisory and/or lead worker responsibilities.

Essential Duties and Responsibilities (Illustrative Only)

- Effectively explain the MCE program to customers and respond to questions clearly and adequately.
- Explain utility bill details and charges and communicate billing information to customers.

- Perform rate and cost comparisons for customers.
- Provide support for escalated interactions from MCE call center representatives.
- Manage incoming customer inquiries with professionalism and tact.
- Attend, present, and network at community meetings and events as MCE spokesperson.
- Ensure correspondence with customers is clear, consistent and timely.
- Interface and maintain relationships with key accounts.
- Utilize CRM to track customer interactions.
- Manage customer programs as assigned by the Manager of Account Services or Directors.

Minimum Qualifications

Experience/Education

Education and experience equivalent to a bachelor's degree in accounting, communications, marketing or a related field and a minimum of four years of experience managing key accounts with a utility or energy service provider. A master's degree is desirable. Bilingual proficiency in Spanish and English is strongly preferred.

Knowledge of

- Utility billing structures, bill presentment, and/or program operations.
- Community Choice Aggregation (CCA) programs and the services it offers.
- The interaction between CCAs and investor-owned utilities.
- Diverse communities in the MCE service areas.
- Microsoft Excel, including some familiarity with functions and advanced features.
- Familiarity with Microsoft Office Suite, including Power Point and Word.
- Account management, marketing and salesmanship.
- CRM platforms.
- Correct telephone and e-mail etiquette.
- Principles and practices of employee supervision.

Ability to

- Perform rate comparisons and bill calculations with multiple rate classes, tiers and billing components.
- Communicate effectively by phone, verbally and in written form.
- Establish and maintain effective working relationships with supervisors, co-workers, customers, local community groups and organizations and MCE Board members.
- Exercise sound judgment, creative problem solving and commercial awareness.
- Deliver clear oral communication.
- Manage projects and time efficiently.
- Present oneself as confident and detail oriented.

- Perform multi-tasking adeptly.
- Be self-motivated with a strong drive to 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 coordinate team efforts.
- Work accurately and swiftly under pressure.
- Demonstrate patience, tact and courtesy.

Both Positions:

Mathematical Skills

Ability to utilize basic math skills and apply them in complex scenarios, such as the calculations associated with utility rates.

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

This position will be based in MCE's Concord office, but may require travel to San Rafael or other locations in MCE's service area for training, meetings, and other duties in the scope of business operations.

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. However, the incumbent may need to work outside the office at community meetings and events.

ADA Compliance

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

To apply

Please send your cover letter and resume via email to jobs@MCEcleanenergy.org. The deadline for application is 4 pm on Thursday, December 7. Please indicate which level you are applying for in your cover letter. You must meet the minimum qualifications for the level for which you are applying.

This is a non-exempt full-time position. The salary range is \$51,237 – \$71,687 year (Level I) and \$63,594 - \$97,753 with exact compensation to be determined by the Chief Executive Officer. Benefits include paid vacation, sick, personal, Family Medical Act Leave, California Family Rights Act leave, and parental leave; employer contribution to medical, dental, vision insurance, employer-paid life and long-term disability insurance; employer contribution to a 401 (a) retirement plan; optional 457(b) deferred compensation plan, flexible spending account and commute alternatives program.

MCE IS AN EQUAL OPPORTUNITY EMPLOYER