



EMPLOYMENT OPPORTUNITY WITH CITY OF VERNON

4305 Santa Fe Avenue, Vernon, California 90058
(323) 583-8811

KEY ACCOUNTS SPECIALIST

MONTHLY SALARY: \$7,155 - \$8,697*

***Plus 2% Cost of living increase effective: July 8, 2018**

EMPLOYEE PAYS 8% (Classic) or 5.75% (New) CONTRIBUTION TO CalPERS
Classic CalPERS members 2.7% at 55 - New CalPERS members 2% at 62

FINAL FILING DATE: **SUNDAY, July 22, 2018**

THIS RECRUITMENT IS TO FILL ONE FULL-TIME VACANCY IN THE VERNON PUBLIC UTILITIES DEPARTMENT AND TO ESTABLISH AN ELIGIBILITY LIST TO BE USED FOR FUTURE VACANCIES.

SUMMARY: Under general supervision, plan, develop and maintain a customer focused environment to ensure that all utility resources provide responsible solutions and options to key partners and customers, and to ensure growth objectives in the implementation of programs, products and services beneficial to the customers in the City of Vernon. Oversees, promotes, markets the delivery of value added services and conservation programs for customers; maintains and evaluates customer service accounts and programs.

Essential functions, as defined under the Americans with Disabilities Act, may include any of the following but not limited to representative duties, knowledge, and skills listed below. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job flyer does not constitute an employment agreement and is subject to change at any time by the employer.

- Develops, implements and manages value added utility programs and services which include customer energy efficiency programs for electric, gas, fiber and water services.
- Participates in the development and implementation of department goals, objectives, policies and procedures for assigned utility programs including utility billing, credit and collections, customer service, billing investigations, and utility services.
- Serves as primary contact for the City's Key Accounts program and looks for new ways to enhance program.
- Performs research and analysis of legislative impact to the City pertaining to municipal utilities and service related programs.
- Works to build effective relationships with City residents and business community while effectively promoting city programs.
- Works closely with customers to implement energy efficiency incentive programs.
- Oversees the management of customer information systems for tracking program participation, expenditures, energy, water and therm savings.
- Assists all utility department divisions in advertising, promotions, publications, customer education, outreach and social media programs.
- Handles difficult and uncomfortable situations with patience, poise and good judgment.
- Performs extensive studies on utility accounts involving customer disputes.
- Coordinates utility public benefits programs with city departments, divisions, sections, and with outside agencies.
- Interacts with various business organizations, representatives, government officials and other professionals in a manner suited to the community and city.
- Supervises assigned staff; sets work priorities; creates work schedules; provides training; conducts performance evaluations; rewards and/or disciplines employees.
- Performs duties of Customer Service Representative as needed to meet workload demands.
- Supports the relationship between the City of Vernon and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines: Bachelor's degree from an accredited college or university with major coursework in engineering, marketing, business or public administration or closely related field; AND four years of marketing, public service, customer service, utility compliance or related utility experience, including two years of lead level experience.

Knowledge of:

- City policies and procedures.
- Principles of public utility record keeping and records management.
- Essential marketing and communications principals and strategies.
- Marketing media, advertising and promotion.
- Public and community relations methods and techniques.
- Personal computer software including word, spreadsheet functions, and databases. Use of Advanced Utilities Billing (V4) and MV90 software is desired.
- Customer service standards and protocols.

Skill in:

- Patient and professional negotiation skills and training.
- Performing work with accuracy and high attention to detail.
- Following and enforcing verbal and written instructions and procedures.
- Establishing and maintaining cooperative working relationships with customers, residents and co-workers.
- Coordinate and direct customer service accounts and programs; supervise, organize, and review the work of assigned staff.
- Communicating effectively verbally and in writing.

LICENSE & CERTIFICATION REQUIREMENTS: A valid California State Driver's License is required.

SELECTION PROCESS: Completed application packets will be reviewed and those whose qualifications meet or exceed the requirements of the position will be considered to participate in the recruitment process. Resumes are not accepted in lieu of City applications. Please be advised that if you submit multiple applications, the most current application will be accepted and reviewed. To view the complete job description, please visit the City website. The City of Vernon is an equal opportunity employer.

Applications must be submitted On-line via the City's Employment Portal

If you have any questions, please contact:

City of Vernon Human Resources Department

(323) 583-8811 ext. 166

Monday through Thursday, 7:00 a.m. to 5:30 p.m.

www.cityofvernon.org