

**Title:** Commercial Account Specialist  
**PG:** 29  
**Status:** Civil Service  
**Position Reports to:** Sales Operations Manager  
**Department:** Lakeland Electric

**Class Code:** 6091  
**Date:** 09/08

**GENERAL DESCRIPTION OF CLASS:**

This position provides front line assistance to commercial utility customers. The work involves considerable contact with the public, by telephone and in person. Duties include maintaining the accuracy of commercial accounts rate plan, ensuring commercial customer account database accuracy, processing transactions in an on-line Customer Information Billing System, creating work orders, account updates, changes or corrections. Duties are performed in the course of responding to customer requests for service, questions, complaints and concerns, or responding to internally generated reports and requests for change to maintain account integrity and accuracy. Provide coordination with internal and external service providers in the delivery of Lakeland Electric services and products to promote total customer solution principles

**ESSENTIAL FUNCTIONS:**

1. Work with assigned commercial customers to satisfy their wants and needs through the most appropriate application and delivery of the Company's products, systems, services, billing, and rates, as well as by developing innovative solutions to these needs.
2. Ensure that the quality and reliability of service provided to designated customers is maintained, and when necessary, take appropriate action to keep the quality of service consistent with customer requirements.
3. Makes deposit calculations quotation in new commercial and industrial buildings.
4. Develop and maintain assigned commercial and industrial customer profile database including complete information on customer's needs, requirements, activity, business trends, processes, and personnel.
5. Recognize and communicate potential competitive threats and develop strategies for response to preserve customer base and loyalty.
6. Correctly applies polices and procedures pertaining to Customer Service operations.
7. Clearly explains utility bills and rates to customers.
8. Checks, analyzes, tests for accuracy, and adjusts customer billings as required; prepare orders for test or rereads.
9. Assists Account Executives as needed.

**ADDITIONAL RESPONSIBILITIES:**

1. Performs related work as required.

**KNOWLEDGE, SKILLS & ABILITIES:**

1. Ability to anticipate, meet and whenever possible, exceed the needs and expectations of internal and external customers.
2. Ability to communicate clearly, concisely, and with sensitivity to the needs of others in all aspects of written and spoken communications.
3. Establishes effective course of action and organizations activities and resources in a manner that ensures excellent results.
4. Willing and able to adjust quickly to rapidly changing priorities, multiple demands, and ambiguity.
5. Has a sense of urgency in the face of important issues and opportunities; ready to make timely decisions, commit one's self, and take action.
6. Embraces innovation and change as an opportunity. Generates new ideas and approaches to solve problems and create business opportunities, while maximizing resources.
7. Applies sound analysis and logic, balanced with creative thinking to reach practical solutions and decisions.

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8. Builds productive working relationships with others in a positive, straightforward, and collaborative manner. Fosters excellent achievement through teamwork.
9. Strives to achieve and maintain excellence in his/her technical/functional. Roles and accountabilities.
10. Knowledge of utility rates, operations, billing and utility terminology.

**WORKING ENVIRONMENT/CONDITIONS:**

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations.

The job risks exposure to no significant environmental hazards.

The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

**QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):**

1. High school diploma or its equivalent.
2. Four (4) years of experience in public contact work in the area of sales or Customer Service, of which three (3) years are in a progressively responsible position in a Utility Customer Service environment.
3. At least one (1) year of professional or technical sales experience preferred
4. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.

**SPECIAL REQUIREMENTS:**

1. Must possess a valid state of Florida driver's license.
2. Must maintain a valid home telephone number.
3. Must be able to attend meetings at locations other than primary work location.
4. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.