

Title: Senior Account Executive

PG: 54

Status: Non Civil Services

Position Reports to: Energy and Business Services Manager

Department: Lakeland Electric

Class Code: 6357

Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This is a professional energy sales and service support position responsible to develop and enhance relationships with assigned customers to ensure that customer needs and Lakeland Electric interest are properly balanced and Lakeland Electric continues to be the preferred provider of energy. Duties require exercising judgment and using technical knowledge in determining proper rate options, procedures, fees and handling customer inquiries. 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. Ensure customer input is considered in the development of plans, programs, products and value-added services.
2. Develop and maintain the necessary technical expertise in order to implement, service, and diagnose problems with complex Lakeland Electric products and services. Assist in coaching and training of less experienced account executives.
3. Work with the highest revenue and technically complex assigned 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.
4. Develop an understanding of the business operations of assigned customers and what Lakeland Electric can and should do to make those businesses successful. Utilize this information along with customer satisfaction and loyalty data to develop and execute customer plans incorporating both customer needs and Lakeland Electric initiatives.
5. Champion customer interest by coordinating Lakeland Electric functional areas to ensure the best possible service.
6. 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.
7. Support management with gap analysis and other tasks to ensure department goals are met.
8. Makes deposit calculations quotation in new commercial and industrial buildings.
9. Develop and maintain assigned commercial and industrial customer profile database including complete information on customer's needs, requirements, activity, business trends, processes, and personnel.
10. Recognize and communicate potential competitive threats and develop strategies for response to preserve customer base and loyalty. Participate in rate analysis and rate design studies.
11. Participate in demand side management decision making and implementation.
12. Assist in departmental budget preparation and tracking processes.

ADDITIONAL RESPONSIBILITIES:

1. Prepare reports, surveys, studies, and special projects, as required.
2. May supervise lower level employees.
3. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Establishes effective course of action and organizations activities and resources in a manner that ensures excellent results.
2. 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.
3. Embraces innovation and change as an opportunity. Generates new ideas and approaches to solve problems and create business opportunities, while maximizing resources.

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4. Applies sound analysis and logic, balanced with creative thinking to reach practical solutions and decisions.
5. Builds productive working relationships with others in a positive, straightforward, and collaborative manner. Fosters excellent achievement through teamwork.
6. Strives to achieve and maintain excellence in his/her technical/functional roles and accountabilities.
7. Knowledge of utility rates, operations, billing and utility terminology.
8. Skill in analyzing technical issues from the Lakeland Electric and customers' perspectives.
9. Ability to aggressively seek to anticipate, meet and whenever possible, exceed the needs and expectations of internal and external customers.
10. Ability to communicate clearly, concisely, and with sensitivity to the needs of others in all aspects of written and spoken communications.
11. Ability to interpret State and Federal regulations and assess impacts on the utility and its customers.
12. Ability to meet departmental sales closing ratio goals of products and services.
13. Ability to effectively negotiate successful complaint resolutions with customers.
14. Ability to work independently.
15. Ability and willingness to adjust quickly to rapidly changing priorities, multiple demands, and ambiguity.

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. Graduation from an accredited (4) four-year college or university with a major in mathematics, statistics, finance, economics, business, planning, marketing, engineering, or a closely related field.
2. Five (5) or more years of related work experience desired.
3. At least three (3) years professional or technical sales experience preferred.
4. Commercial and industrial customer management experience highly desirable.
5. Two (2) years supervisory experience preferred.
6. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.
7. Completion of City University Level one (1) or completion within twelve (12) months.

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.