

**Title:** Account Executive

**PG:** 49

**Status:** Civil Service

**Position Reports to:** Supervisor of Account Managers

**Department:** Lakeland Electric/Contracts Right-Of-Way, Account Manager

**Class Code:** 6020

**Date:** 09/08

### **GENERAL DESCRIPTION OF CLASS:**

This is responsible public relations, administrative, and technical work dealing primarily with the utility's commercial and industrial customers. Work involves frequent customer contact in person and by telephone. Duties require exercising judgment and using technical knowledge in determining proper rate options, procedures, fees, and answering customer questions. Work also involves researching needed information regarding billings, rates, efficient use of energy, marketing programs and services of the department. Work is reviewed by appraisal of accomplishments, customer satisfaction, and conformance with established goals and policies.

### **ESSENTIAL FUNCTIONS:**

1. Develops detailed analyses for each assigned account which considers various rate options, service standards, and financing choices, based on customers' specific usage characteristics.
2. Consults with commercial customers explaining demand, power factor, water consumption, load factor, facilities charge, and methods of billing, explaining how to determine their own demand at any given time.
3. Maintains surveillance over commercial and industrial accounts to include field rate checks, determining eligibility for rate changes and making changes where applicable, and assisting in the preparation of contracts regarding special rates and services.
4. Makes deposit calculation quotation in new commercial and industrial buildings and existing metered locations, reviewing deposit of delinquent commercial and industrial customers.
5. Participates in electric and water conservation audits for commercial and industrial installations as necessary and provides a report to the customer advising them on cost effective conservation measures.
6. Arranges seminars of interest to commercial and industrial customers.
7. Serves as liaison between an intra-divisional utility team and commercial and industrial customers.

### **ADDITIONAL RESPONSIBILITIES:**

1. Performs related work as required.

### **KNOWLEDGE, SKILLS & ABILITIES:**

1. Ability to establish a business relationship with key personnel at every assigned customer account.
2. Ability to act as an advocate for the customer with regard to services provided by the City.
3. Ability to coordinate utility and other City services in order to provide solutions to customer problems.
4. Knowledge of utility rates, operations, billing and utility terminology.
5. Knowledge of applicable utility conservation measures for commercial and industrial customers.
6. Knowledge of word processing, spreadsheet, database and other computer programs.
7. Ability to perform complicated mathematics equations.
8. Ability to establish and maintain good public relations with customers and effective working relationships with co-workers, other City employees and the general public.
9. Ability to use good judgment on questions needing interpretation of utility programs and policy.
10. Ability to use personal initiative to handle a wide variety of job duties which may require research.
11. Ability to communicate effectively, both orally and in writing.

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**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, 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 taste, sense of smell, depth perception, and texture perception.

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

1. Graduation from an accredited four (4) year college or university with a degree in Engineering, Business Administration, or Public Relations.
2. Three (3) years of responsible professional experience in utility administration or public relations.
3. An equivalent combination of education and experience that is 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 available 24 x 7 as necessary to support customer needs.
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.