



Business * Energy * Success

Account Manager

PRIMARY PURPOSE AND FUNCTION

- Successful applicant will be responsible for day-to-day, customer account and contract management.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Gather, organize and aggregate all account information with high level of accuracy.
- Provide Pricing Department with all necessary information needed for pricing account.
- Create custom account pricing analysis for all new business and renewal customers.
- Manage and generate sales for a portfolio of new and existing electric and natural gas accounts.
- Coordinate sales activities with agents and managers.
- Develop and maintain relationships with clients to ensure high customer retention rate.
- Identify opportunities to recommend additional services to all new and existing accounts.
- Work within deadlines and time restraints involved with market sensitive contracts.
- Receive and answer calls in relation to client requests or questions.
- Contribute and achieve team-specific and company-wide goals.
- Report activities and relevant account information to Team Leaders.
- Watch market trends and provide customers with recommendations for pricing programs.
- Assist in daily administrative duties.
- Database maintenance.

KNOWLEDGE AND SKILL

- Bachelor's Degree
- Excellent written, verbal, and interpersonal communications skills
- Solid analytical and mathematical understanding
- Basic computer skills (PC)
- Word, Excel, Outlook experience
- The ability to multi-task and prioritize tasks
- Problem solving
- Organization
- Ability to work well with others in a team setting
- High level of drive and initiative to work independently to meet commitments
- Flexibility to adapt to change