



Job Description

Position: Account Manager

Location: Victor, NY

Function: Responsible for day-to-day, customer account and contract management as the primary role.

Job Description:

- Gather, organize and aggregate all account information with high level of accuracy.
- Provide Pricing Dept. 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.
- Develop and maintain relationships with clients to ensure high customer retention rate.
- Coordinate sales activities with agents and managers.
- 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 from the clients in relation to the clients' requests or questions.
- Contribute and achieve team-specific and company-wide goals.
- Report activities and relevant account information to Manager.
- Assist in daily administrative duties.
- Watch market trends and provide customers with recommendations for pricing programs.
- Database maintenance.

Skills Needed:

- Organization

- Excellent written, verbal, and interpersonal communications skills
- Solid analytical and mathematic understanding
- Basic computer skills (PC)
- Word, Excel, Outlook experience
- The ability to multi-task and prioritize tasks
- Problem solving
- 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