

**CLASS TITLE:** Key Accounts Coordinator

**CLASS FUNCTION:** Provide excellent customer service to commercial, agricultural, and distributed generation members; plan and implement key account strategies and ACEC's programs and support community engagement programs.

**REPORTING RELATIONSHIPS:**

- Reports to: Manager-Member Services and Transportation

**EXAMPLES OF DUTIES:** (Illustrative, not inclusive)

- Provides excellent customer service to members in securing needed resources and support, planning and implementing key account strategies and programs;
- Develop and communicate the key accounts relations plan, and coordinate planning with appropriate departments and external agencies;
- Develop, coordinate and manage a productive key accounts service program focused on rates; reliability, relations, service and communication for key businesses, irrigations, industrial customers and distributed generation accounts;
- Serve as "eyes" and "ears" for the Cooperative among community and business leaders throughout our service territory and provide community support and engagement where applicable;
- Primary contact for commercial, agricultural and distributed generation accounts;
- Assists members with usage concerns, energy efficiency, and rate comparisons;
- Communicate with large power accounts on a proactive basis to ensure their needs are met and any upcoming expansions or projects can be served in a timely manner;
- Effectively manage the resources available to achieve desired results and develop actions plan and to support the department's goal and achieve the Cooperative's objectives;
- Coordinate with Operations and Engineering on new services, upgrades and expansion projects, and timelines for commercial and agricultural services and distributed energy;
- Exhibits collaborative work practices to assure involvement of proper resources to carry out member requests in a safe manner and in accordance with ACEC requirements, policies and procedures;
- Support cooperative initiatives with Commitment to Community funds, USDA loan and grant programs, farm rewiring grants and loans, political advocacy, grant writing and application process;

- Assist in various events and special meetings for the benefit of Cooperative members, employees, and community organizations;
- Contributes to departments and Cooperative performance by completing other related duties as assigned.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities of personnel so classified.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Possess a thorough knowledge of business principles and utility operations, energy use and electric rates;
- Shall have good interpersonal skills and ability to communicate effectively in both one-on-one and group situations, using sound written, oral and listening practices;
- Must present a professional image and be self-motivated;
- Ability to handle confidential information;
- Must possess good teamwork and leadership skills;
- Strong understanding of the Principles of Project Management;
- Proficiency with Windows based operating systems and Microsoft Word, PowerPoint, and Excel programs;
- Must have the ability to recognize and analyze problems and identify creative, cost-effective solutions;
- Experience in Utility Line Design or Electrical Construction and/or Maintenance of medium and high voltage electrical installations is preferred;
- Pursue training and development opportunities and strive to continually build knowledge and skills;
- Must possess excellent communication skills and interact effectively with members, co-workers, and contractors in a courteous and professional manner;
- Must acquire and maintain a Notary Public Commission.

**EXTERNAL RELATIONSHIPS:**

- Members – Consumers
- Dealer and Vendors Representatives
- General Public
- Consultants
- Contractors
- Government (Local, State and Federal)
- Trade Associations
- Educational Institutions

**NECESSARY QUALIFICATIONS:**

Associate degree in business and/or equivalent knowledge and experience related to customer service, business management, economic development, and electrical distribution system. Valid Wisconsin driver's license.

**DESIRED QUALIFICATIONS:**

Degree in Business Administration, Marketing or Agri-Business. Experience and training in sales, marketing, finance and account services may be substituted for part of the education requirements. Five or more years of progressive experience in business management with specific experience in sales, marketing, agri-business, finance or key accounts work preferred. Utility experience desirable.

**PHYSICAL QUALIFICATIONS:**

Works in a climate controlled office environment when not in the field. Uses the telephone extensively to communicate with numerous parties to coordinate work and answer member concerns. Frequently interacts with consumers and internal personnel via verbal and written communication. Will be required to be in the outdoor environment at all times of the year, occasionally including inclement weather. Required to drive cooperative vehicle to any part of the ACEC service territory to address member needs or concerns.