

# Job Description

<b>Job title:</b>	Energy Account Manager
<b>Reports to:</b>	Head of Customer Experience
<b>Department:</b>	Account Management
<b>Hours:</b>	37.5 Hours per week Mon-Fri 9.00am – 5.00pm with some flexibility as required
<b>Remuneration:</b>	Dependant on skills and experience
<b>Additional Benefits:</b>	Company Standard Benefits

## About the company

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We **eliminate business energy waste** so that our clients can focus more energy on **powering their business**. We take **complete control** of our clients energy management and **improve bottom line profitability**.

We take a **data and service-led** approach to **controlling** energy, using **Energy Information Technology (EIT)** combined with **people power** and **knowledge**. By taking a **transparent** approach we are able to provide our clients with **complete visibility** and **no surprises**.

Our **amazing people** are **ambitious**, hard-wired for success and are **invested in customer outcomes**, seeking out **continuous improvements** to help deliver a **market leading** solution.

## About the role

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Responsible for portfolio management and delivering service expectations for new and existing customers. Developing strong relationships to secure renewals/retention, working closely with field-based sales team.

## Responsibilities

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- Project management of all service deliverables
- Customer information & document management
- Managing client expectations
- Understand the capabilities of the Energy Management System and from this system deliver bill validation to a process.
- Analysis of client data to maximise savings for customers and income generation
- Produce Management Information (MI) reporting for customers from the Energy Management System/portal
- Data checking, validation and query resolution
- Respond to automated, self-identified, internal and external client-raised queries.
- Produce ad hoc, basic and bespoke contractual reports – ie accruals, budgets and consumption reports
- Identify on-going savings through forensic analysis of current accounts
- Help Identify refund savings through retrospective analysis of energy account history.
- Development and creation of tenant specific billing system for multi sited customers

- Assist in developing further energy management services for existing and new customers

## Knowledge, Skills, Experience

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### Key Experience:

- Developing & maintaining client portfolios
- Proven ability to build strong relationships, internal and external.
- Ability to effectively plan and prioritise workloads in line with KPI's

### Skills Required:

- Advanced Excel skills;
- Customer focused;
- Excellent communication and interpersonal skills;
- Proven analytical skills;
- Ability to use own initiative with a pro-active attitude;
- Capacity to work under pressure;
- Strong oral and written communication skills;
- Result driven;
- Technically competent;
- Good commercial acumen with a desire to readily embrace challenges.

### Invest In Growth

We **nurture** our people, **develop** our technology and **inspire** our teams to achieve great things

### Our Behaviours

Invest in growth – Our People...

Are **consistent in their delivery** yet always looking for ways to **continuously improve**

*Accept willingly and enthusiastically*  
**Embrace** evolution and are **adaptable** to change  
*An ongoing effort to improve products, services, or processes*  
*able to adjust to new conditions*

**Support** others and work towards common goals

*Give assistance to*

### Create Exceptional Experiences

We **ignore the accepted** industry norm, our ideas are **bold** and **adventurous**, and we are **confident** in our ability to deliver **solutions that matter**

Create Exceptional Experiences – Our People...

Are **deliberate** in their approach and **tenacious** in their execution

*carefully weighed or considered; studied; intentional*

*Unwilling to accept defeat*

Create **ambitious** targets but are never afraid of failure

*Having or showing a strong desire and determination to succeed*

Are encouraged to break new ground and unlock untapped **potential**

*Capacity to develop*

### Take Complete Control

We act with **precision** and **authority**, hold ourselves **accountable** and take **pride** in delivering **positive outcomes**

Take Complete Control – Our People...

Lead by **influence** with clarity and **purpose**

*The power to have an effect on people or things*

*A sense of resolve or determination*

Are **trusted** to make the right decisions

*Able to be depended on*

Act with **integrity**, **certainty** and freedom from complexity

*The quality of being honest and having strong moral principles*

*Firm conviction that something is the case*