



EMPLOYMENT OPPORTUNITY WITH THE CITY OF VERNON

KEY ACCOUNTS ADMINISTRATOR

MONTHLY SALARY: \$10,687 - \$12,990
PLUS, AN EXCELLENT BENEFITS PACKAGE

FINAL FILING DEADLINE
SUNDAY, SEPTEMBER 11, 2022, 11:59 P.M.

THIS RECRUITMENT IS TO FILL ONE FULL-TIME VACANCY IN THE PUBLIC UTILITIES DEPARTMENT AND TO ESTABLISH AN ELIGIBILITY LIST TO BE USED FOR FUTURE VACANCIES.

SUMMARY: Under general supervision, to plan, develop and maintain a customer focused environment to ensure that all utility resources provide responsible solutions and options for key partners and customers, and to ensure growth objectives in the implementation of programs, products, and services beneficial to the customers in the City of Vernon. Oversees, promotes, markets the delivery of value added services, energy efficiency programs, and conservation programs for customers; maintains and evaluates customer service accounts and programs.

ESSENTIAL FUNCTIONS: *As defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. This job announcement does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Develops and manages comprehensive and strategic community engagement initiatives to support public utility conservation and sustainability programs, priorities, and policies.
- Serves as primary contact for the City's largest utility users to attract and retain commercial and industrial customers.
- Communicates utility billing issues, proposes resolution for difficult issues, and provides elevated customer care to support operational growth and expansion and business development activities.
- Responsible for the maximization of customer satisfaction through increased information flow and ongoing evaluation of customer needs.
- Participates in market research on efficiency and sustainability programs, service reliability, and utility rates for residential, commercial, and industrial customers; recommends, develops, and implements new programs, incentives, and service offerings.
- Helps assess and coordinates the development of customer-owned distributed energy resources including system interconnection, compliance, permitting, contracts, and rate selection.
- Develops, implements, and manages value added utility programs and services which include customer energy efficiency programs for electric, natural gas, fiber, and water services.
- Participates in the development and implementation of department goals, objectives, policies, and procedures for assigned utility programs including utility billing, credit and collections, customer service, billing investigations, and utility services.
- Performs research and analysis of legislative impact to the city pertaining to municipal utilities and service related programs.
- Interacts with various business organizations, representatives, government officials and other professionals in a manner suited to the community and city.
- Assists with supervising associated staff; sets work priorities; creates work schedules; provides training; conducts performance evaluations; rewards and/or disciplines employees.
- May assist the Customer Service Manager and Customer Relations and Marketing Manager as needed to meet workload demands.

MINIMUM QUALIFICATIONS

Education, Training, and Experience Guidelines: Bachelor's degree from an accredited college or university with major coursework in engineering, marketing, business or public administration or closely related field; AND five years of marketing, public service, customer service, utility compliance or related utility experience, including two years of lead level experience.

License and Certification Requirements: A valid California State Driver's License is required.

SELECTION PROCESS:

Completed application packets will be reviewed and only qualified applicants whose qualifications best meet or exceed the requirements of the position and needs of the city will be contacted and informed of the next steps. Candidates must be specific and complete in describing their qualifications for the position. Failure to state all pertinent information may lead to elimination from consideration. Applications must be submitted online. If you submit multiple applications, only the most recent application will be considered. Copies of required certifications must be submitted with the application. Stating "see resume" is not an acceptable substitution for a completed application. To view the complete job description, please visit our website at www.cityofvernon.org. It is the applicant's responsibility to notify the Human Resources Department of any changes to their contact information.

CITY OF VERNON

HUMAN RESOURCES DEPARTMENT

Lisette Grizzelle, Senior Human Resources Analyst: lgrizzelle@cityofvernon.ca.us (323) 583-8811, ext. 166

"The City of Vernon is an Equal Opportunity Employer"