***SACRAMENTO MUNICIPAL UTILITY DISTRICT***

***EXEMPT POSITION DESCRIPTION***

Mgr, Account Management & Sales

***POSITION PURPOSE***

To provide supervisory leadership and accountability for effectiveness of staff and processes involved in the sale, management and delivery of retail electricity, energy efficiency, load management and other products and services to commercial customers to ensure excellent customer retention and acquisition processes and provide high quality electric services to SMUD customers.

***NATURE AND SCOPE OF THE POSITION***

Assists in the development, implementation and managing of department goals, objectives, policies and priorities in partnership with the department Manager; selects, trains, motivates, evaluates and develops staff and ensures that department strategic objectives and priorities are achieved and coordinated effectively with other departments.

***ESSENTIAL FUNCTIONS/DUTIES AND EXPECTED RESULTS***

1. Provides leadership and accountability for commercial customer accounts and provides direction for multi-disciplined staff by developing sales and customer service strategies; assuring high-quality, customized service to customers through identifying and developing business opportunities for SMUD products and services; identifying and articulating market and customer requirements; negotiating terms and conditions of products and services considering both the customer and SMUD perspectives; and coordinating sales and marketing activities between customers and sales & marketing teams.

To ensure customer service and delivery of services and products to meet customer needs and contribute to retention and recruitment of SMUD customers.

1. Supervises the formulation and implementation of policies and procedures and the direction of activity related to retail sales of electricity and products or services, including forecasting activities and monthly/quarterly business reviews; analyzing prospect needs in terms of current business objectives; the negotiation, execution and administration of SMUD electric service contracts if applicable, in response to SMUD and customer needs.

To provide policy and procedure guidance for sales of electricity, products and services and ensure contract terms that meet customer needs and SMUD revenue requirements.

1. Directs the assessment of customer needs and benchmarking of competitor service by documenting customer needs and effective solutions offered; surveying customers for satisfaction levels and product/service interests; participating in conducting industry best practices benchmarking and analysis of customer/process requirements and performance analysis; and interpreting and communicating industry patterns, trends, impacts on pricing and sales and early warning signals of customer issues through literature search and participating in industry, governmental and professional organizations and meetings to gather intelligence.

To ensure customer-driven reengineering through benchmarking of competitor service, gathering information on customer opinion and industry trends and anticipating customer issues.

1. Develops business plans, in association with peers that support department and SMUD goals by identifying sales and service strategies and short- and long-term objectives; overseeing coordination of work process structure and design, desired outcomes and target productivity and efficiency measures across the segment; and supporting the strategies and objectives with resource planning and budget formulation.

To contribute to business planning, coordination of segment process workflow and performance expectations/outcomes and promote achievement of unit and SMUD goals through resource allocation.

1. Monitors and assesses the performance of work unit processes by overseeing staff in conducting documentation, reviews and studies of customer acquisition and retention and internal work processes on a continuing basis; providing forums for staff to share data, learning and ideas on process and performance improvement; providing performance measurement linkage of process steps to efficiency, cost control and/or reduction and achievement of short- and long-term project and business plans; implementing necessary process changes and related staff training to address process and performance issues; and providing timely performance coaching and management for the sub-segment workforce.

To provide for performance evaluation and performance measurement and contribute to unit efficiency and SMUD cost control or reduction.

1. Directs the work of staff in a functional unit and maintains staffing levels and work quality in order to meet defined objectives and assigned unit responsibility by interpreting and executing SMUD policies and procedures that affect the work unit; recommending modifications to operating policies; overseeing and evaluating work through subordinate supervisors or experienced lead employees who exercise independence in their assignments; hiring, firing, training, coaching, mentoring and developing subordinates; advising units on tasks and operations as required to solve complex problems; ensuring staff safety and prevention of personal injury and equipment loss; and acting to ensure project and operational schedules and budgets are met.

To ensure that work functions in area of responsibility comply with SMUD policies, practices and procedures and that operating objectives in area of responsibility are met within expected timing, budgetary, quantity, accuracy, safety and quality standards.

1. Assists in developing and administering the department budget by monitoring unit budget expenditures against plan; identifying and reconciling budget anomalies; monitoring and revising schedules, expenditures and assignments as warranted; reviewing end-of-year budget results; developing unit budget recommendations for the next fiscal year; and participating in the review of preliminary department budget recommendations.

To ensure the achievement of unit objectives in a fiscally responsible manner.

1. Assesses human and financial resource requirements and develops recommendations for short- and long-term funding, tools, resources and facilities required to support customer acquisition and retention and internal work processes.

To ensure management awareness of resource needs to meet established process requirements and SMUD goals.

1. Provides meaningful reports of performance of the work unit and efficiency of processes for department and SMUD management review.

To ensure management awareness of process performance and outcomes.

1. Coordinates SMUD responses and services for customers by promoting inter-departmental cooperation and engaging staff, other business units and executive management in structuring customer solutions.

To provide customer solutions and develop service options to meet changing customer needs.

1. Represents SMUD in negotiating contracts, contract amendments and settlement agreements by preparing draft proposals and testimony for review and use by executive management and the Board of Directors.

To ensure contract terms and settlement agreements favorable to SMUD and facilitate management review and approval.

1. Directs adherence to established SMUD safety policies and goals by developing specific safety goals for the work unit; monitoring and responding to safety concerns of staff, contractors and customers; and working with Safety, Health and Environmental Services to stay abreast of safety innovation and training to ensure a safe work place and prevent injury.

To ensure a safe working environment for employees and adhere to SMUD safety policies.

1. Performs related duties as required.

***MINIMUM QUALIFICATIONS***

***Knowledge of:*** customers’ business and decision making process; marketing strategy and tactics, effective sales techniques, electric utility rate making practices and procedures; energy management applications and programs and electric distribution systems; electric system operations; SMUD policies, procedures, applicable MOUs and other special agreements; techniques of negotiation and persuasion; techniques and methods of financial evaluation; utility deregulation initiatives and utility competition; reengineering theories, process design and principles for continuous process improvement; federal and state laws and regulations related to supervisory practices and employee rights; methods and techniques for planning, organizing, directing and controlling work activities; methods and techniques for training staff; policies and procedures for evaluating and recording performance results; principles and practices for budget administration; principles and practices for motivating, coaching, mentoring, training and developing; safety policies, practices and procedures; standard operating procedures for modern office equipment including a computer and applicable software; English grammar, punctuation and vocabulary standards.

***Skill to:*** build and maintain successful customer relationships; identify and articulate market and customer requirements; conceptualize innovative and practical solutions to customer issues; develop sales and marketing proposals responding to customer needs; listen effectively to identify opportunities and solutions; plan, organize, direct, control, and review the work of others; prepare performance plans and evaluations for staff; coordinate the work of the function or unit with other SMUD entities; prepare and implement safety plans, procedures and practices for unit; develop and implement new and revised policies and procedures to provide for the effective operation of the area of responsibility; negotiate and process contracts and related documents and assure contractor coordination and cooperation; develop performance metrics and accountability for the staff and sub-segment; resolve operational and personnel problems or conflicts; handle customer complaints and resolve issues; readily adapt to change and provide change management for staff; coordinate multiple priorities and activities; identify and correct operational problems; utilize a personal computer and/or computer terminal, systems and software relevant to the job; communicate effectively orally and in writing internally/externally; establish and maintain effective working relationships internally/externally.

***Experience:*** 10 or more years of progressively responsible relevant work experience in the electric utility industry with customer or energy service related activities, including at least 5 years of supervisory experience; experience with rates, contract negotiations, regulatory policy, electric distribution and transmission systems; experience developing electric utility policies and programs, working with municipal boards or utility regulators, writing business reports and making persuasive public presentations.

***LICENSES OR CERTIFICATES:***

None