

1 **Undertaking Request (U-37)**

2 **Thursday, April 26, 2018**

3 **Transcript Reference: Pg. 84, lines 2-12**

4 Undertake to provide the job description that was posted for this position [Manager, Key
5 Accounts].

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8 **Undertaking Response**

9 Please refer to U-DD-037 Attachment 1 which contains the job description for the

10 Manager, Key Accounts position at the time of its creation.

Newfoundland & Labrador Hydro
JOB DESCRIPTION

JOB TITLE Manager Key Accounts

DEPARTMENT Customer Service **LOCATION** St. John's

DIRECTION RECEIVED

Receives general direction from the Manager, Customer Service.

DIRECTION EXERCISED

Under the direction of the Manager, Customer Service the Manager Key Accounts will establish and develop multi-level relations with key customers across the province. This role is accountable for the overall relationship between Newfoundland Labrador Hydro and these customers. The incumbent will serve as the single point of contact for all services and communications provided by Newfoundland Labrador Hydro, and lead the resolution of electricity-related issues impacting our key customers. In this role you will have an opportunity to influence the strategic direction of customer service with respect to our key customers. The role will also be responsible for providing direct supervision to staff responsible for the industrial billing function. This role provides direction and advice to Regional Office staff and other departments and groups within the organization on the Account Management program and works closely with senior leaders and Hydro Executive.

SUMMARY OF JOB FUNCTION

Manages Hydro's Account Management activities and develops the overall relationship between Newfoundland Labrador Hydro and its key commercial and industrial customers including:

1. Planning and Administering Annual Account Management Plans
2. Business Process Improvement of Account Management Program
3. Develop Relationship with Hydro's Key Commercial and Industrial Customers
4. Develop Strategic Account Management Program
5. Liaise Between Hydro's Key Commercial and Industrial Customers and Executive and Senior Leaders
6. Formal Reporting of Account Management Program
7. Key Account Billing (Invoicing)
8. Lead and manage Hydro's Industrial Energy Efficiency Program

PRINCIPAL ACTIVITIES, DUTIES, AND RESPONSIBILITIES

As Manager Key Accounts, the incumbent will:

Planning and Administering Account Management Program

1. Lead the development of initiatives to improve key commercial and industrial customers experiences;
2. Develop and implement annual account plans to support customer needs;
3. Facilitate the resolution of customer needs by matching their needs with Hydro's resources (our people, processes and services);
4. Develop governance model with Hydro's Account Management program to enhance the 'customer experience' of Hydro's key commercial and industrial customers;
5. Ensure corporate account management objectives are met;
6. Brief key commercial and industrial customers of Newfoundland Labrador Hydro in pre/post of major storms and system events;
7. Provide customer support including regular, timely updates to impacted customers during and after planned or unplanned outages;
8. Prepare and manage written communication to key commercial and industrial customers;
9. Work closely with Hydro's Rates & Regulatory department to ensure key customers understand their rates;
10. Ensure Hydro's key customers are informed of planned capital works that may impact their specifically assigned charges;
11. Lead and manage energy efficiency programming for Hydro's commercial and industrial customers;
12. Develop and manage content for key account web portal;
13. Promote and participate in the Corporation's Safety and Health Program through activities such as regular Safety and Health Meetings, Incident/Accident investigations and Emergency Preparedness; and

14. Travel as required to perform duties.

ACTIVITIES, DUTIES AND RESPONSIBILITIES – CONTINUED

Business Process Improvement of Account Management Program

1. Research, study and present justifications for technologies that will add business efficiency and cost effectiveness to current processes;
2. Establish, document and implement key performance indicators, targets and standards for account management processes;
3. Ensure processes are carried out in an effective and timely manner, including pursuing continuous business process improvement;
4. Develop appropriate research and measurement strategies for Hydro's key commercial and industrial customers; and
5. Lead the execution to enhance processes, technology and culture change as it pertains to the Account Management program across the organization.

Develop Relationship with Hydro's Key Commercial and Industrial Customers

1. Organize informational events and communications to key customers to promote a clear understanding of Hydro's business, its corporate objectives and the electricity industry as well as represent customer requirements internally;
2. Meet with key commercial and industrial customers to keep them informed about developments related to customers' businesses and the challenges they are facing;
3. Manage the customer service survey for both our key commercial and industrial customers and ensure the outputs of the customer surveys are reflected in the work plans; and
4. Actively engage with industrial customers, consultants and contractors to identify, implement and complete industrial energy efficiency projects.

Develop Strategic Account Management Program

1. Define, implement and monitor the work processes that support the account management program;
2. Ensure that unique, key commercial and industrial customer-driven initiatives are well-supported inside Hydro and delivered in a timely and efficient manner;
3. Contribute to the annual strategic departmental plan;
4. Deliver written communications including presentations, briefs, submissions and strategic documents to support the account management program;
5. Work with regional and area offices in conjunction with the Regional Managers to ensure they understand and support the Account Management program; and
6. Plan and develop long-term Account Management goals and strategic objectives.

Liaise Between Hydro's Key Commercial and Industrial Customers and Executive and Senior Leaders

1. Establish and maintain positive working relationships with senior leadership and Executive; and
2. Provide strategic advice on account management matters to the senior leadership team and Executive on issues related to their business areas.

Formal Reporting of Account Management Program

1. Set Key Performance Indicators (KPI), initiatives and targets that promote compliance to operational processes and support continual improvement over time;
2. Prepare analysis, reports and recommendations to assist in making tactical and strategic business decisions related to the account management program;
3. Review measures and standards on a regular basis to ensure that the work plan is being achieved; and
4. Produce annual reports for key commercial and industrial customers.

Key Account Billing (Invoicing)

1. Oversee the Industrial Billing /Process Invoicing;
2. Ensure customers are billed accurately and within required timelines;
3. Provide direction and guidance to staff in:
 - a. Preparing power invoices for sale of power and energy to all industrial customers and to Newfoundland Power;
 - b. Ensures statistical, productions and bulk sales reports are prepared accurately and issued within set timelines; and
 - c. Acquires and retains full knowledge of all contracts, agreements, rates, data collection and invoices associated with all industrial and retail billing.

Lead and manage Hydro's Industrial Energy Efficiency Program

1. Responsible for the maintenance of the economic models and methodologies used in the delivery of Hydro's Energy Efficiency portfolio;
2. Act as technical lead on project measurement and verification processes and program evaluation;
3. Provide technical and economic analysis support to Energy Efficiency and Demand Side Management portfolio, regulatory and shareholder issues;
4. Key customer contact for industrial and commercial customers on energy efficiency projects, requiring focus on relationship building and customer engagement;
5. Work with other technical staff to implement commercial programs by conducting audits, site visits, responding to inquiries, energy modeling or others as required to provide support for custom and prescriptive programs;
6. Coordinate the completion of Energy Efficiency program design and evaluation processes which may include energy modeling processes, analysis of market data and other research as necessary;
7. Implement Industrial Energy Efficiency Program (IEEP); including:
 - a. Support energy savings targets and budget determination and provide progress reporting;
 - b. Actively engage industrial customers in identifying projects and move towards project completion;
 - c. Maintain internal mechanisms for processing applications and project tracking, including application forms, contract, eligibility requirements, project approval processes and others as needed;
 - d. Manage consultant review work;
 - e. Ensure measurement and verification is completed and project close out completed; and
 - f. Maintain key relationships with stakeholders in program, including industrial customers, government departments, internal stakeholders, consultants, utility staff, industrial supply chain and others.
8. Develop partnerships and leverage opportunities with other programs and agencies including programs offered by other agencies, such as provincial and federal governments, that may be accessible to the industrial and commercial customers; and
9. Support internal efficiency and commercial/residential program development and delivery, as needed.

JOB SPECIFICATIONS

EDUCATION

A Bachelor Degree in Engineering, Business , Commerce, Technology, or equivalent combination of technical and business education

EXPERIENCE

Minimum of 7-10 years in the utility industry, specifically in the area of customer service, with experience in account management, business analysis, and energy conservation demand management associated with industrial facilities.

SPECIAL SKILLS, JOB REQUIREMENTS, WORKING CONDITIONS, ETC

Self-directed, team player. Proven ability to provide leadership and accept responsibility in a real-time customer service environment. Along with a strong customer service work ethic you are able to present yourself in a professional manner. You possess excellent verbal and written communication skills. You are flexible and adaptable to changing priorities. Must be highly organized with an attention to detail with excellent time and project management abilities. You are resourceful and have the ability to identify required process improvements and to influence others to implement required changes. Must possess a good working knowledge of technology and be proficient in the use of Microsoft Office Tools particularly Word, PowerPoint and Excel. Knowledge of the electricity industry (preferably gained in a customer service role) and experience working with senior management/executives will be considered assets. Travel within Newfoundland and Labrador will be required.

PREPARED BY _____

APPROVED BY _____

DATE _____

DATE _____