



**KERRVILLE
PUBLIC
UTILITY
BOARD**

JOB DESCRIPTION

TITLE: Key Account & Energy Education Specialist

GRADE: 8

DEPARTMENT: Customer Services

REPORTS TO: Director of Customer & Community Relations

POSITION STATUS:

Full Time Part Time

Exempt Non Exempt

JOB SUMMARY:

Providing outstanding customer service is at the heart of KPUB's company culture. This position is a key role in improving services & communications with our designated key large commercial & industrial customers. Additionally, this position is responsible for the administration of KPUB's energy efficiency/conservation education efforts, customer rebate program, energy audits & school outreach.

RESPONSIBILITIES:

- Establish relationships with the management of accounts that have been designated as key customer accounts by KPUB.
- Act as a single point of contact between KPUB, key account customers & high-profile customers for service needs & outage communications.
- Maintain ongoing relationships by meeting with key account customers several times a year & providing various service touchpoints.
- Assist in developing & managing programs & services to serve the needs of key accounts.
- Assist new companies or existing companies wanting to expand, in projected service needs.
- Plan & host a key account meeting on at least an annual basis that includes all designated key account customers as attendees.
- Analyze & review key account commercial contracts periodically.
- Enhance & promote KPUB's energy efficiency programs.
- Manage KPUB's energy efficiency rebate program & process customer applications.
- Provide outreach & coordination efforts to support our local schools with resources for energy education, in-classroom presentations & safety education/demonstrations.
- Compile solar system reports to review annually with KPUB's community solar partners.
- Conduct periodic rate comparison surveys from surrounding utilities.
- Review solar system proposals with KPUB customers for a cost-benefit analysis.
- Oversee KPUB's residential & commercial energy audits for customers.
- Plan & host various energy-related customer events as needed.
- All other assignments as directed by supervisor or General Manager/CEO.

Reviewed By/Title: Tammye Riley, Director of Operations

Approved By/Title: Mike Wittler, General Manager

Last Revised Date: May 16, 2023

Date Issued: May 16, 2023



**KERRVILLE
PUBLIC
UTILITY
BOARD**

JOB DESCRIPTION

MINIMUM QUALIFICATIONS:

- Ability to deal with the public in a pleasant, patient & friendly manner.
- Excellent interpersonal & communication skills.
- Experience & knowledge of the electric utility industry preferred.
- Bachelor’s degree in a related field preferred, or, an equivalent combination of education, training & experience which provide the necessary knowledge, skills & abilities & other competencies necessary for success in the target position.
- Ability to operate office equipment, such as, computer, fax, copier & multi-line phone.
- Possess valid Texas Driver's license & have a good driving record.
- Must be physically & mentally able to perform the essential functions of the job described with or without reasonable accommodation.
- Bondable.

EMPLOYEE STATEMENT OF UNDERST&ING:

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT BETWEEN KERRVILLE PUBLIC UTILITY BOARD (KPUB) & THE EMPLOYEE. Nothing in this position description restricts KPUB’s ability to assign, reassign or eliminate duties & responsibilities of the job at any time.

I HAVE READ & RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee’s Signature

Date:

Employee’s Name (Please Print)

Current Job Title

This signed job description will be placed in your personnel file.

Reviewed By/Title: Tammye Riley, Director of Operations

Approved By/Title: Mike Wittler, General Manager

Last Revised Date: May 16, 2023

Date Issued: May 16, 2023