

Position: Account Manager

Company: Connected Energy – Headquartered in Pittsburgh, PA

Connected Energy is a smart grid technology company dedicated to leading the transformation of energy and information delivery. The company provides software solutions and services to electric utilities enabling an intelligent grid to manage demand more efficiently, integrate distributed energy resources, improve service reliability, and optimize cost and capital productivity. Connected Energy creates end-to-end solutions integrating the best in software, communications, hardware, and managed services to aggressively deploy smart grid solutions.

Position Location: Columbus, OH or Pittsburgh, PA; domestic travel necessary

Position Purpose: Provide outstanding customer experience through exceptional account management. Respond to opportunities with excellent verbal and written communication skills. Drive market awareness through digital marketing, strategic research, and industry participation.

Position Accountabilities:

- Strengthen overall relationships with potential and existing key accounts
- Coordinate customer engagements and presentation materials
- Write professionally engaging proposals and responses to RFPs
- Prioritize multiple requirements to insure time sensitive responses are met
- Drive sales leads through digital marketing strategies and campaigns
- Aid with development of digital sales collateral and tools
- Communicate customer feedback to improve products and solutions
- Manage industry tradeshow and conference participation to identify new opportunities and leads
- Maintain current customer and opportunity information
- Perform market research and competitive analysis to identify opportunities
- Routinely communicate business opportunities and project updates
- Motivated to grow professionally and learn industry by working with experienced executive team

Organizational Relationships:

Reports to: Vice President, Business Development
Direct Reports: None
Other Interactions: CTO and SVP Marketing

Job Type: Full-Time

Salary: \$60,000 to \$80,000 / year

Experience and Education Requirements:

- 2-5 years of account management, proposal writing, or marketing experience
- Knowledge of electric utility industry preferred
- Experience with Energy Efficiency, Demand Response, or Distributed Energy Resources a plus
- Dynamic personality with a high-energy level
- Excellent communication skills - both verbal and written
- Excellent organizational skills and ability to prioritize tasks
- Excellent research skills and willingness to learn and adapt in a dynamic marketplace
- Experience working in a results-oriented, collaborative environment
- A four-year college degree is required, and a technical aptitude is preferred
- Should have experience with Microsoft Office Suite

Competency Profile:

High Energy:

- Effective communicator of the Connected Energy solutions and products
- Imparts enthusiasm for the business and its software and hardware solutions
- Works and inspires others to work at high performance levels
- Consistently strives to exceed customer expectations
- Persistent and resourceful, does what it takes to “open doors” and remove barriers

Integrity and Trust:

- Builds trust-based relationships built upon integrity and professionalism
- Consistent, with honesty and fairness
- Ethics are never compromised

Listening and Communications:

- Actively listens, translates, and reacts objectively
- Communicates with clarity and appropriately for the audience
- Effectively communicates customer needs

Intense Commercial Focus:

- Strives to understand potential customers and market forces
- Promptly follows up with all customer requests and issues to ensure customer satisfaction
- Promotes a commercially-focused attitude that encourages the pursuit of excellence