

Account Development Manager

City	Vancouver
Title	Account Development Manager
Branch	FortisBC Holdings Inc
Department	FortisBC Alternative Energy Services
Affiliation	Management & Exempt
Job Status	Full Time Regular

Position Overview Reporting to the Manager, Market Development this position is responsible for utilizing account management strategies and sales and marketing techniques to secure opportunities for growth and to enhance customer retention in order to maintain the Company's position as a leading energy provider.

Responsibilities Manage the entire sales cycle for FAES' suite of products and services including the negotiation of agreements and sales contracts.

Responsible for driving customer growth and retention objectives. Identify customers that are a retention risk. Establish and maintain strong and collaborative relationships with customers and decision makers. Acquire and maintain knowledge and understanding of issues impacting FAES' key accounts.

Identify and develop strategies for new business opportunities. Build and maintain relationships with business groups, associations and contractors to foster ideas and the development of these new opportunities.

Develop, implement and manage long term growth and retention strategies and integrated marketing communications plans that contribute towards FAES' long term objectives.

Develop, execute and manage account management plans to effectively manage and service key accounts. Actively work with customers and key stakeholders in promoting FAES' offerings and developing business cases to acquire new business for the company.

Collaborate with other departments to ensure a common understanding of growth and retention objectives and business issues affecting business and key accounts.

Maintain effective relationships with customers, and key internal and external stakeholders; critically assess feedback from customers, including regulators and other stakeholders to ensure that internal business processes are responsive to customer needs.

Work with internal departments to develop programs and communications that foster customer satisfaction. Address customer issues effectively and support customers with account management related issues including the development

of business cases that promote use of FAES' programs and services.

Maintain accurate and complete information sales objectives; prepare and present progress reports to management and other company personnel as needed. Identify and resolve issues that affect the successful achievement of sales objectives.

Work on other marketing and business development related projects as assigned.

Requirements

Education and Experience:

Bachelor's Degree in Marketing, Business or Commerce or equivalent from a recognized program plus a minimum of four (4) years recent and related professional sales and marketing experience in a related field or an equivalent combination of education, training and experience.

Sales, marketing or development experience within the residential and commercial new construction market segments or related in BC.

Technical knowledge of energy systems is an asset.

Role Specific Knowledge, Skills and Abilities:

Demonstrated management and leadership experience with team building capacity.

Knowledge of energy market place

Knowledge on contracts and service agreements

Demonstrated sales and customer account/relationship management skills

Demonstrated ability to communicate at a high level, with the ability to understand industrial relationships and interpret and integrate fairly complex technical and contract information

Demonstrated ability to prepare and present information, motivate and influence others

Demonstrated ability to research and document relevant topics for potential customers

Demonstrated ability to establish strong working relationships with all levels of the organization.

Knowledge of the regulatory process

Demonstrated knowledge of data gathering and data analysis understanding and techniques.

Proven ability to develop and work to performance measures

Demonstrated strong organizational skills – manage multiple tasks and meet deadlines

Excellent interpersonal, verbal, written communications, and presentation skills

Excellent working knowledge of MS Office tools

Valid BC Driver's license