



Position Title	<u>Sales and Account Manager</u>
Company	<u>Sycamore Gas Company</u>
Location	<u>Lawrenceburg, IN</u>
Department	<u>Marketing/Customer Service</u>
Posting Date	<u>4/12/22</u> Posting Expiration Date <u>4/19/22</u>

### **PRIMARY FUNCTIONS**

The purpose of this position is to identify and pursue opportunities for Sycamore Gas to secure contractual commitments from new customers; retain and increase natural gas consumption with existing residential, commercial, and industrial customers; and to assist with customer service, gas supply and gas transportation programs. This position will help the Company to ensure customers are informed about and comply with all applicable service options, tariffs, and rules. The goal is to meet Hearthstone Utilities' growth objectives, as well as to cultivate a trusting and long-term productive relationship with residential, commercial, and industrial customers.

- Develop proposals and encourage customers to specify and install natural gas equipment in new and existing facilities; and promote marketing programs and incentives that meet the needs of these customers and generate value to the company.
- Assist with the negotiation of service contracts and agreements that maintain or grow revenue and or reduce the risk of revenue loss associated with customer's contestable loads.
- Ensure accurate, effective, and efficient implementation of the Company's Gas Extension Model for main extension projects.
- Cultivate relationships and educate the architectural, engineering and developer community in the features and benefits of using natural gas; conduct marketing and outreach programs to businesses to enhance or retain the use of natural gas.
- Stay abreast of the latest industry trends and technology to market the best natural gas energy solutions in a growing competitive environment; and maintain an intimate knowledge of competitive energy costs (i.e. local electric rates, delivered cost of fuel oil, propane, etc.), competing marketing or promotional programs, and flexible pricing options offered by competitors.
- Propose strategies to enhance the company's competitive position in an existing or new market.
- Attend Redevelopment Commission and local community meetings to understand and promote where Sycamore Gas can provide value. Coordinate and participate in public fairs and displays.
- Assist with the Company's Public Awareness program in compliance with Recommended Practice 1162. This position will assist in communications with emergency and public officials as it relates to safety and awareness planning.
- Develop an intimate understanding of customer service and customer billing practices.
- Work with Customer Service personnel to develop an understanding of rates, tariffs, and heating assistance policies to assist with the reduction of bad debt and loss of customers to non-pay.



- Assist with the management of Sycamore's gas supply and gas transportation programs, including balancing and billing of transportation customers.
- It is expected this position will spend an equal amount of time in the office and on customer calls. A company vehicle will be provided for customer and field visits.

### **Qualifications**

A Bachelor's degree in Marketing, Engineering or Business is preferred, although equivalent practical work experience is a satisfactory substitute. Project and/or account management experience is required. Working knowledge of Microsoft Word and Excel is required.

A valid driver's license is required.

### **Competencies**

- The Sales and Account Manager must have excellent written and verbal communication skills to enable persuasive presentations and written proposals on technical subject matters.
- Strong sales skills that demonstrate a good understanding of customer attitudes, needs, and how customers make purchasing decisions (i.e. operational needs, financial and payback requirements, budgeting cycles, technological preferences and biases, etc.) will promote the Company's presence in the community. It is imperative for this employee to be familiar with both natural gas and competitive use applications and equipment to educate the public and subsequently persuade decision making. The Sales and Account Manager must be willing to learn about the use of natural gas through available industry resources (American Gas Association, Energy Solutions Center, etc.).
- Understanding how the company profits from the services provided and how revenues are impacted through negotiations on price and service terms; having a capacity to comprehend qualitative and quantitative methodologies used to evaluate the technical, economic and market feasibility of existing and new equipment and concepts; and being cognizant with services, tariff options, and programs is paramount to keeping abreast of an expanding enterprise.
- Having dynamic administrative skills; the ability to coordinate several assignments and accounts concurrently; and having knowledge of customer service and billing applications.
- The applicant must be motivated, creative, and happy to work independently with minimal supervision. A proactive mentality with ability to organize and initiate projects will facilitate the daily agenda.

### **Working Conditions**

Work is typically performed in a normal office environment with moderate noise levels. Customer calls may involve visits to job sites or in industrial environments that may require wearing the appropriate Personal Protective Equipment (safety glasses, hard hats, noise protection, etc.).



**Application Process:**

Internal candidates should complete the internal posting form and send the form to Annmarie Vincent, Human Resource Manager by the posting expiration date. Please include a resume if applicable.