

JOB DESCRIPTION

TITLE Associate Account Representative	NUMBER 50013950
JOB FAMILY Cust Svc	GRADE 8
DATE REVIEWED April 2012	FLSA CLASSIFICATION Exempt
<p>JOB SUMMARY</p> <p>Provides day-to-day customer relations management of construction projects, inquiries, issues and a variety of other requests from Major Accounts & Business Accounts Services customers. The customer service provided by this position improves PSE's customer satisfaction rating. Also monitors and coordinates: customer revenue reconciliations and documentation for FERC filings; curtailments; project and team preparations; research/analysis/resolution of customer billing issues; FIA analysis; contract preparations; changes in rates/tariffs; and prepares answers and responds to customer questions or requests.</p> <p>Upholds the safety compliance standards inherent in PSE's operating and/or field procedures related to work responsibilities. Promotes and supports a culture of total safety.</p>	
<p>JOB RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Researches and analyzes customer billing issues with authority to negotiate to full resolution. • Researches, analyzes and resolves various customer issues. • Creates rate analyses for customer rate changes and guides customers in the interpretation of tariffs. • Prepares and coordinates customer revenue reporting and documentation for FERC filings. • Researches, prepares documentation and bills specialized customer construction projects. • Researches, creates and explains specialized reports to both internal and external customers. • Provides PTO/out-of-office coverage for Major Account Executives and Business Account Managers by making decisions on customer issues and requests that arise during their time of coverage. • Represents PSE at various events and association meetings. • Monitors and coordinates customer revenue reconciliation and documentation. • Monitors the Business Accounts Services phone line and e-mail inbox to resolve issues obtained from these customer contacts. • Performs Work Curtailments and Major Accounts & Business Accounts Services storm duty rotation. • Trains administrative staff in rate analysis, CLX and SAP. • Performs other duties as assigned. 	
<p>MINIMUM QUALIFICATIONS / KNOWLEDGE / SKILLS / ABILITIES</p> <ul style="list-style-type: none"> • Excellent PC skills using Microsoft Office and Outlook applications. • Demonstrate excellent communication and customer service skills. • Knowledge and use of CLX and SAP. • Familiarity with customer construction processes. ImageSite, meter networking applications, PSE Maps, Image Vision, and DocWeb. • Knowledge of Commercial/Industrial programs and tariffs. • Demonstrated ability to work independently. 	
<p>DESIRED QUALIFICATIONS / KNOWLEDGE / SKILLS / ABILITIES</p> <ul style="list-style-type: none"> • BA/BS in Mechanical or Electrical Engineering, Marketing or Finance (experience may be considered in lieu of degree). • Knowledge of energy markets. • Experience in energy industry with an emphasis in dealing with large energy loads. 	