

Title: Account Manager

Location: Remote NY, Newburgh NY, Kingston NY, Albany NY or Poughkeepsie NY

Acts as representative to customer's organization. Establishes and builds relationships in local, regional markets. Manages and promptly resolves customer concerns. Records, tracks customer interactions in accordance with corporation's procedures. Verifies product installations and that all paperwork received is accurate and complete. Advises on technical products/services, trains on technical specifications and program requirements, and communicates program changes. Develops strategies to drive increased savings acquisition. Works with contractors and other program staff to research and analyze current and future technical specifications and requirements. Prepares goal forecasts. Troubleshoots technical issues, determines solution in accordance with product and customer specifications, and recommends solutions. Prepares technical reporting that clearly describes site inspection observations and lays out remediation plans as necessary

Key Responsibilities:

- Maintain current accounts and develop new accounts for medium-size kWh goals for one or more programs. Responsible for larger, moderate risk, and complex accounts.
- Act as local, on-site program and company representative to customers and contractors; to encourage participation in the program and overcome barriers. Design and deliver proposals.
- Document customer and contractor interactions to adhere to program requirements. Provide input and status updates to program staff
- Troubleshoot technical problems and issues, provide technical advice, guidance and training on installation, adaptation, configuration or enhancement in accordance with client specifications
- Travel throughout a defined territory with a Larger geographic impact or mix of low and high-tier client impact.

Requirements:

- 5-8 years of experience in residential energy efficiency or similar field
- Bachelor's degree preferred.
- Relevant industry certifications could replace work experience