

<b>JOB TITLE</b>	Midstream Distributor Account Manager
<b>DEPARTMENT</b>	Customer Engagement & Innovation
<b>DATE</b>	2022
<b>REPORTS TO</b>	Associate Program Manager, C&I
<b>DIRECT REPORTS</b>	0
<b>FLSA (HR USE ONLY)</b>	Exempt

**PRIMARY PURPOSE (Summary of major reasons this job exists)**

The Midstream Distributor Account Manager will be responsible for acquiring equipment distributor, industry partner, and trade association participation in utility midstream energy efficiency programs. This individual will promote distributor participation in a utility midstream program, additionally they must build the program distributor network via recruitment efforts and maximize current participation. With individualized performance metrics, they will be tasked to build program awareness within their assigned distributor accounts. They will serve as the liaison between the distributor network and the program operations and marketing teams for a comprehensive account management function to contribute to the overall program energy savings goal.

**ESSENTIAL FUNCTIONS (Majority of duties performed, but not to be all-inclusive or to prevent other duties from being assigned)**

1. Actively engage and build a network of midstream program distributors by performing scheduled meetings and conducting forums to facilitate communications between the distributor network and program implementation staff.
2. Serve as the primary point of contact for potential and participating distributors as assigned. Maintain and/or develop ongoing distributor relationships to ensure participant satisfaction and develop future energy efficiency opportunities specific to the distributor's business initiatives.
3. Provide technical assistance and guidance on energy efficient technologies and practices to participating distributors and other market actors participating in client-sponsored energy efficiency programs. Must be able to effectively communicate to both technical and non-technical audiences.
4. Retain, recruit and re-engage distributors from within market actor networks including trade associations, contractors, ESCOs, distributors, manufacturers, engineering and architecture firms to strengthen overall network for utility program participation.
5. Educate distributors to identify equipment and projects qualifying for midstream utility programs and instruct them on the process for application.
6. Train distributor personnel on how to complete the program application. Identify and communicate to appropriate stakeholders the necessary documentation needed for program participation.
7. Establish processes, procedures and performance goals for the distributor network participants.
8. Monitor distributors to ensure they are compliant with program policy, procedures, and required documentation and communicate results to program management.
9. Provide updates to program management teams on status of projects and assure distributors are using the correct application documentation, savings calculations and incentive tools.
10. Collaborate with program Marketing and Operations on communications and managing the midstream distributor portal to establish consistent program updates the latest collateral and information.

11. Collaborating with the Marketing team, host and administer routine forum trainings and individualized training tailored to distributor specific needs.
12. Drive continuous improvement amongst the distributors in the areas of promoting the benefits of energy efficiency programs to the marketplace.
13. Participate and present at meetings and industry/trade conferences to promote the midstream distributor network and keep up to date with marketplace trends and opportunities within the energy sector.
14. Actively pursue, plan and leverage internal and external relationships to drive business.
15. Maintain the tracking and managing of account management activities with leads, opportunities and activities in the field within the Customer Relationship Management system (CRM).
16. Routinely prepare status reports to accurately describe activities in the field and monitor progress towards program goals.
17. Conduct work in compliance with OSHA and company safety procedures.
18. Perform other duties as assigned.

**JOB REQUIREMENTS (Experience, education, knowledge, skills & abilities required for competent performance in the job)**

1. Bachelor's degree (Engineering, Energy, Building Science, Construction Management, Business) or related trade experience.
2. 3+ years of experience in commercial and industrial energy, building efficiency (HVAC/R, Mechanical/Engineering and/or Electrical/Lighting Contractor), or utility channels.
3. 2+ years of sales and/or account management experience. Extensive energy efficiency industry expertise enabling effective communications at the highest level of the customer's organization ideal.
4. Knowledge and/or experience with service providers in specific industry sectors.
5. Must be able to demonstrate an ability to train, develop and provide oversight to a diverse and complex trade ally community.
6. Customer engagement skills at senior levels; building long-term strategic and executive relationships.
7. Ability to work autonomously and collaborate with counterparts in a team environment.
8. Strong interpersonal and presentation skills.
9. Experience with Customer Relationship Management (CRM) systems.
10. Certified Energy Manager (CEM), LEED or other industry certifications preferred.
11. Working knowledge of building science and energy systems.
12. Knowledge of energy efficiency and US policies for energy efficiency preferred.
13. Strong organizational, project management, problem solving and prioritization skills necessary.
14. Resourcefulness to meet tight deadlines and flexibility with fluctuating priorities.
15. Ability to communicate clearly and effectively, in speech and writing, with customers, staff, managers, supervisors, contractors and clients.
16. Valid driver's license and use of personal vehicle required. Compliance with acceptable vehicle insurance levels as outlined in the company policy.
17. Proficient in Microsoft Office Suite.
18. Perform the essential functions and physical demands of the position with or without accommodation.

**PHYSICAL REQUIREMENTS (The physical demands of the job)**

1. Consistently spending time sitting, typing, talking, walking and using repetitive motion.
2. Frequent use of eye, hand, and finger coordination enabling the use of automated office machinery, such as a computer.
3. Oral and auditory capacity enabling interpersonal communication as well as communication through automated devices such as the telephone.
4. Visual capacity enabling frequent use of computer equipment.
5. Sedentary work: ability to exert up to 10 pounds of force to lift, carry, push, pull or otherwise move objects.

**WORK ENVIRONMENT**

1. The employee is not substantially exposed to adverse environmental conditions.

**CMC Energy Services, Inc. provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual preference or non-disqualifying physical or mental handicap or disability in each aspect of the human resources function.**

**REVIEW AND APPROVAL**

**EMPLOYEE:** \_\_\_\_\_  
**MANAGER:** \_\_\_\_\_  
**HUMAN RESOURCES:** \_\_\_\_\_

**DATE:** \_\_\_\_\_  
**DATE:** \_\_\_\_\_  
**DATE:** \_\_\_\_\_