



MANITOWOC PUBLIC UTILITIES
invites applications for the position of:

Key Accounts & Meter Services Manager

SALARY:	\$69,774.00 - \$87,217.00 Annually
DEPARTMENT:	Business Services
OPENING DATE:	03/11/21
CLOSING DATE:	04/02/21 11:59 PM
DESCRIPTION:	

The Key Accounts & Meter Services Manager is directly responsible for the public relations of the Utility as well as water and electric metering, marketing, demand-side management, energy education, and key account management. This position supervises the Meter Technicians, Key Accounts Advisor, and various temporary and seasonal employees. The Key Accounts & Meter Services Manager position is exempt and reports to the Senior Manager - Business Services.

This position has managerial authority over the Utility's metering services, contracted services and key accounts. The Key Accounts & Meter Services Manager's primary goal is delivery of traditional and non-traditional value-added services, in a method that assures a high degree of customer satisfaction. This position also delivers marketing awareness that is aimed at creating customer loyalty and retaining customers of the Utility.

EXAMPLES OF ESSENTIAL DUTIES:

- Supervises, coaches, and trains the Meter Technicians, Key Accounts Advisor and various temporary and seasonal employees and promotes team-work among personnel;
- Responsible for appropriate application of rates and tariffs and implementation of billing rate changes;
- Responsible for compliance of annual meter testing program and residential cross connection inspections;
- Coordinates with other departments to correct meter discrepancies, hazardous and non-standard conditions;
- Assists in resolution of customer complaints and provides as a backup for the Customer Support Supervisor;
- Performs quality audits to assure billing accuracy;
- Oversees all metering including complex metering of poly-phase services and the testing of single-phase and poly-phase electric meters;
- Oversees programming multi-function electronic metering;
- Oversees management of electric meter inventory;
- Provides energy and utility related educational programs to schools, customers, and civic groups;
- Provides billing analysis, energy auditing, and power quality services to key commercial and industrial accounts;
- Identifies key industrial accounts and acts as the primary contact on issues relating to the Utility;
- Maintains cooperative relations and coordinates department activities with peer agencies and other departments. Conducts research, compiles information, completes special

- projects and various reports;
- Performs electric and water rate comparison and tracking;
- Assists in rate cases and provides input into innovative rate design;
- Prepares necessary periodic reporting for regulatory authorities, Commission, and others;
- Maintains availability for after-hours response due to emergencies and outages;
- Participates in Utility strategic planning function;

- Other tasks and projects as identified.

- *(Note: The duties listed above are intended as illustrations of the various types of work performed by persons in positions covered by this classification specification. This list is not all inclusive. The omission of a particular job duty does not mean that the duty is not one of the essential functions of the position. Management reserves the right to assign employees in this classification to duties not listed above, if the duties are fairly within the scope of responsibilities applicable to the level of work performed by employees in positions covered by this classification specification.)*

TYPICAL QUALIFICATIONS:

- Bachelor's Degree in engineering or related field plus supplemental technical education and training in electrical/mechanical theory;
- Certified Energy Manager certification preferred;
- Prior utility operation experience with emphasis on customer service, or a combination of experience and training which provides the required knowledge, skills, and abilities.

SUPPLEMENTAL INFORMATION:

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.mpu.org>

Position #2021-00001
 KEY ACCOUNTS & METER SERVICES MANAGER
 CG

1303 S 8th St
 Manitowoc, WI 54220
 920-686-4342

cgrimm@mpu.org

Key Accounts & Meter Services Manager Supplemental Questionnaire

- * 1. Do you have a Bachelor's degree in engineering or related field?
 Yes No
- * 2. If yes you answered yes to question 1 and have a degree in a related field other than engineering, please indicate degree below. Otherwise enter NA
- * 3. Do you have supplemental technical education and training in electrical/mechanical theory?
 Yes

No

* 4. Are you a Certified Energy Manager?

Yes No

* 5. Do you have managerial/supervisory experience?

Yes No

* 6. How many years do you have of managerial/supervisory experience?

Less than 1 year

1-3 years

4-6 years

7-10 years

More than 10 years

No experience

* 7. How many years of customer service experience do you have in Utility Operations?

Less than 1 year

1-3 years

4-6 years

7-10 years

More than 10 years

No experience

* Required Question