

**CITY OF ALAMEDA**  
invites applications for the position of:



# Account Manager and Senior Account Manager

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**SALARY:** \$46.17 - \$66.72 Hourly  
\$86,427.00 - \$124,909.00 Annually

**DEPARTMENT:** Alameda Municipal Power

**OPENING DATE:** 03/04/19

**CLOSING DATE:** 03/21/19 05:00 PM

**FLSA STATUS:** Exempt

**NATURE OF POSITION:**

Alameda Municipal Power (AMP) is currently recruiting for an Account Manager/Senior Account Manager (*one current vacancy and one anticipated vacancy*).

This is an exciting opportunity to be a part of a team making a significant impact in the local community. Please note that this position is 36 hours per week over 4 days (Monday through Thursday or Tuesday through Friday) but is considered full-time with benefits. Please read on to learn more about AMP and this career opportunity.

**Compensation Ranges**

Account Manager: \$86,427 to \$105,053 annually

Senior Account Manager: \$102,763 to \$124,909 annually

**About Alameda Municipal Power**

In 1887, the City of Alameda paid \$20,000 for the installations of 13 streetlights and a 90-kW generating station to power them. And with that, the oldest public electric utility west of the Mississippi was created. Today, the City of Alameda is still in the power business and still a trendsetter. Now known as Alameda Municipal Power (AMP), we have survived over a century and a quarter of utility mergers that created behemoths in other places. AMP has provided safe reliable power at lower rates without sacrificing service to power our community. We maintain local control so that we can re-invest in the island and provide value to enrich our lives, businesses, and the community. We've seen a lot of change in 132 years, but through it all there's been one constant: We're as committed today to delivering safe and reliable electricity to the residents and businesses of Alameda as we were in 1887. We'll continue to invest in new and improved ways of doing business to manage costs, improve our service, and improve the environment.

**About the Division/Position**

This is a dynamic time for electric utilities and AMP's Customer Resources Division plays a key role in shaping the strategic direction of the utility. This division includes Customer Programs/Energy Efficiency, Account Management, Communications & Marketing and Customer Service –all working closely together to improve the customer experience.

As part of our team, you will be responsible for managing relationships with the city of Alameda's non-residential customers and introducing those customers to AMP's programs, services and rates.

We are looking for colleagues with exceptional customer relationship management skills, attention to detail, excellent communication skills, and an understanding of energy rates and utility program offerings.

Here are some examples of typical job duties:

- Establish and maintain positive relationships with business and government customers to meet customer satisfaction goals; proactively assess account needs; develop and maintain strategic account plans.
- Analyze customers' energy needs, develop strategies to minimize costs, and provide guidance in improving customers' energy efficiency.
- Advise customers on trends and technologies, including electric vehicles/chargers, solar/storage, etc.
- Promote AMP brand and programs by participating in business and community outreach events; make multi-media presentations to customers and stakeholders; coordinate with marketing staff on development of program materials
- Maintain customer data in CRM tool.

**Qualifications to Apply**

Education:

Both the Account Manager and Senior Account Manager require graduation from an accredited four-year college or university with major course work in engineering, energy resource management, economics, environmental studies, business administration, or a related field

Experience:

The Account Manager position requires three years of experience in account management, business development, or program/project management in the utility industry or related field.

The Senior Account Manager requires five years of progressively responsible professional experience in account management, business development, or program/project management in the utility industry or related field, which includes two years performing account management duties.

We will also consider an equivalent combination of education and experience that meets the stated requirements in the job description.

Please click [here](#) to view the job description for Account Manager and [here](#) for the Senior Account Manager.

**Selection Process**

Applications and questionnaires will be evaluated and candidates whose experience is evaluated as "best qualified" will be invited to an examination process. The examination for this recruitment will consist of a questionnaire review and a structured panel interview. The questionnaire will be administered via email after the completion of the application review process and **the interviews are tentatively scheduled for the week of April 15, 2019**

**Highlighted Benefits**

- 4 day work week/36 hours per week
- Employer-paid medical contribution covers premiums for you and your family
- Employer-paid dental contribution covers premiums for you and your family
- Generous pension program (CalPERS retirement)

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The examination process may test for, but is not limited to, the essential knowledge and abilities listed in the job specification and announcement and will be designed to provide a comprehensive review of each candidate's technical knowledge and overall suitability for the position. Qualified applicants will be notified of the exact date, time, and location of examinations approximately two weeks in advance. If applicants have not received written notice at least one week prior to the tentative test date listed in the flyer, they should contact the City of Alameda Human Resources Department at (510) 747-4900.

Candidates passing all components of the examination process will be placed on an Eligible List. A list of names is certified to the department(s) having vacancies based on the type of examination conducted pursuant to the provision of the City's Civil Service Rules. Final selection will be made from the Eligible List by the Department Head subject to approval by the City Manager. The Department Head may utilize additional selection procedures to make a final hiring decision. Placement on an Eligible List does not guarantee employment. Prior to appointment, a thorough reference check will be conducted which may include a credit check and background. The selection process may be evaluated and revised based on the number of qualified applicants. Federal law requires that prior to employment, you must furnish proof of your identity and eligibility for employment in the United States, as required by U.S. Citizenship and Immigration Services.

VETERAN'S PREFERENCE CREDIT: A job applicant qualifies as a veteran if honorably discharged from active military, reservist, or National Guard duty of at least 18 consecutive months within the past five (5) years of the date of application. In case of discharge attributable to service-connected injuries or illnesses, the 18 months active duty requirement need not be fulfilled. An applicant claiming veteran's preference credit must attach to their application, a legible copy of their DD-214 verifying the type of discharge and date(s) of active service. NO OTHER DOCUMENTATION WILL BE ACCEPTED.

**AN EQUAL OPPORTUNITY EMPLOYER:** The City of Alameda encourages minorities, women and the disabled to apply. It is the City's policy that all aspects of employment and promotion shall be without regard to sex, marital status or disability (except where dictated by requirements of the position), race, sexual orientation, political affiliation, religious creed, color, national origin or age. Qualified disabled persons must be able to perform the essential functions of the position with or without reasonable accommodations. No individual may pose a direct threat to the health or safety of himself/herself or other individuals in the workplace. Barring undue hardship, reasonable accommodations can be made in the application and examination process for disabled individuals or for religious reasons. Requests for reasonable accommodation should be made in advance to the Human Resources Department. Hearing Impaired TDD (510) 522-7538.

*The information contained herein is subject to change and does not constitute either an expressed or implied contract.*

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APPLICATIONS MAY BE FILED ONLINE AT:  
<https://www.alamedaca.gov/Departments/Human-Resources>

Position #2019-7616-01  
ACCOUNT MANAGER AND SENIOR ACCOUNT MANAGER  
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2263 Santa Clara Avenue, Rm. 290  
Alameda, CA 94501  
(510) 747-4900

[HR@alamedaca.gov](mailto:HR@alamedaca.gov)

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### **Account Manager and Senior Account Manager Supplemental Questionnaire**

- \* 1. By selecting YES below, you certify your understanding that the supplemental questionnaire which follows is intended for you to identify your qualifications and experience in specific job related areas. It is critical that you fill out the supplemental questionnaire completely and accurately. Do not indicate "See Resume". Any experience or education listed in your responses must also be included in the Education and Work Experience sections of the job application. Your responses to the following questions will be evaluated and used to determine whether your application is given further consideration. A resume and/or any attachments will not be considered in determining your qualifications.  
 Yes    No
  
- \* 2. We have one current vacancy and one anticipated vacancy. The employment list established for both levels may be used to fill vacancies for 6 months (and may be extended, with approval, for up to two years). Please indicate which level(s) you are applying for (please review the qualifications for each level)  
 Account Manager  
 Senior Account Manager
  
- \* 3. Describe your experience building successful relationships with small and large businesses?
  
- \* 4. Describe your experience and approach to developing a strategic account plan for a specific customer?

- \* 5. Can you provide an example of when you had to resolve an issue between a commercial account you managed and an internal team (for example, engineering, accounting, etc.) within your company?
  
- 6. This position works with developers to identify their power and load requirements and then works with AMP staff to determine how best to serve those needs. Describe your experience successfully integrating utility infrastructure criteria into the planning, design and construction of new development and/or redevelopment projects. What kinds of challenges have you experienced and how did you mitigate them?

\* Required Question