



Senior Key Accounts Specialist

GrandBridge Energy Inc. is guided by a vision to be a leader in energy transformation and driven by a mission to bridge communities to the energy future. GrandBridge Energy delivers safe and reliable electricity to 111,000 customers in the City of Brantford, the City of Cambridge, the Township of North Dumfries, and the County of Brant. Our talented employees fulfil our mission to help our communities bridge the transition towards an evolving and dynamic energy future. Our values are the principles and beliefs that guide our operations.

The Senior Key Account Specialist proactively manages relationships and provides a single point of contact for our larger commercial and key account customers. The position will support the corporation's strategic plan to provide specialized attention to our commercial customers, and ensuring customers remain informed and up to date on all rates, conservation demand management (CDM) frameworks, and regulations that impact our key account customers.

Major Responsibilities:

Primary Responsibilities of the Senior Key Account Specialist include but are not limited to:

- Proactively manages relationships with assigned key account holders (Large use customers, Class A, >200 kW, etc.) and keeps key account customers informed of relevant industry changes.
- Develop and maintain effective relationships with assigned key accounts and critical internal and external stakeholders.
- Act as a single point of contact to address customer questions or concerns by working with internal stakeholders to minimize impacts to both the utility and the customer.
- Supports Class A/Industrial Conservation Initiative (ICI) customer enrollment.
- Support the DSO, Engineering, and C&I departments with any projects that impact customer service and reliability as required.
- Remain informed and current on all rates, policy initiatives, and regulations that impact customers.
- Coordinate and lead the delivery of the conservation demand management (CDM) programs and serve as a critical point of contact for customers.
- Keep current on emerging technologies and demonstrate exceptional knowledge of utility functions and how customers can be appropriately served.
- Develop and maintain reports and KPIs around key account interactions and engagement. Present findings to management and leadership team as required.
- Serve as an internal leader that brings together departments and supports organization-level improvements.
- Contribute to a positive workplace culture by fostering collaboration, maintaining a positive attitude, supporting our customers, and contributing to a respectful and inclusive environment.

Experience:

- University degree (Business, Engineering) or Diploma in Technology.
- Five to ten years of relevant professional electrical utility industry experience is preferred.
- Excellent understanding of MOE, IESO and OEB programs and regulatory requirements.



We offer an excellent working environment, career path exploration and development opportunities, a comprehensive total rewards package, and opportunities to get involved with teams and charitable events that support and make a difference in our community. To become a member of our team, please forward your resume by **April 29, 2024**, to careers@grandbridgeenergy.com. When applying for the position, please quote **"Senior Key Accounts Specialist"** in the subject line.

GrandBridge Energy
39 Glebe Street, P. O. Box 1060
Cambridge, Ontario N1R 5X6
or email: careers@grandbridgeenergy.com
Check us out at <https://grandbridgeenergy.com/>



We appreciate the opportunity to review all resumes, however due to volume, only those under consideration will be contacted. We retain all resumes for a period of 12 months. In the event a similar position becomes available, your application may be considered.

GrandBridge Energy is an Equal Opportunity Employer and is AODA compliant.