



Key Account Manager

Who We Are:

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. We are proud to provide safe, reliable electricity to over 113,000 customers across the City of Brantford, the City of Cambridge, the Township of North Dumfries, and the County of Brant. Our team of dedicated professionals are committed to helping our communities navigate the transition towards a dynamic and evolving energy landscape. The principles and beliefs that guide our operations are deeply rooted in our values. Join us in our mission to shape the future of energy.

What We Offer:

- Employer Benefits Package
- OMERS Pension Plan
- Training and Educational Reimbursement Programs
- Professional Development & Career Opportunities
- Wellness Resources & Healthy Lifestyle Incentives
- Employee and Family Assistance Program
- Opportunities for Community Involvement

What You Will do:

The Key Accounts Manager is responsible for proactively managing relationships with assigned key account holders, serving as their primary point of contact. This role supports the organization's strategic plan by providing specialized attention to large customers. Additionally, the Key Account Manager stays informed about all relevant rates, conservation demand management (CDM) frameworks, and regulations that impact key account customers.

Primary Responsibilities include but are not limited to:

- Proactively manage relationships between GBE and assigned key account holders, keeping them informed of relevant industry changes.
- Develop and maintain effective relationships with assigned key accounts and critical internal and external stakeholders.
- Act as the single point of contact for key account holders, addressing customer questions or concerns by collaborating with internal stakeholders to minimize impacts on both the utility and the customer.
- Develops and executes strategic account plans for designated Key Accounts.
- Support Class A/Industrial Conservation Initiative (ICI) customer enrolment.
- Assist the DSO, Engineering, and C&I departments with projects that impact customer service and reliability as needed.
- Stay informed and current on all rates, policy initiatives, and regulations that impact key account customers.
- Coordinate and lead the delivery of GBE's conservation demand management (CDM) programs, serving as a critical point of contact for large users.
- Liaison with municipal planning and development departments to identify and cultivate business opportunities.
- Keep abreast of emerging technologies and demonstrate exceptional knowledge of utility functions to appropriately serve customers.
- Develop and maintain reports and KPIs related to key account interactions and engagement.
- Present findings to management and the leadership team as required.
- Serve as an internal leader, fostering collaboration between departments, breaking down silos, and supporting organization-level improvements.



What You Will Bring:

- University degree (Business, Engineering) or Diploma in Technology, or a related field.
- Five (5) to ten (10) years in account management or a proven track record in customer service roles, preferably within the utility sector.
- Possessing an Energy Management certification, such as a Certified Energy Manager (CEM) or Certified Measurement and Verification Professional (CMVP), is considered an asset.
- Strong interpersonal and communication skills, with the ability to build and maintain effective relationships with key stakeholders.
- Experience or knowledge of the electricity distribution system, distributed energy resources, metering, rates, usage, and billing of commercial and industrial customers.
- Excellent understanding of MOE, IESO and OEB programs and regulatory requirements.
- Ability to stay updated on industry changes and emerging technologies.
- Problem-solving, conflict resolution, and the ability to act as a liaison between customers and internal teams.
- Progressive project management and an ability to manage customer service targets and Key Performance Indicators (KPIs).
- Analytical skills, proficiency in data analysis tools, and the ability to present findings to management.
- Leadership experience, particularly in roles that require cross-departmental collaboration.
- Advanced written and verbal communication skills.
- Proficient in MS Office/Excel skills, data management and reporting skills.

How to Apply:

Please forward your resume to [careers](#) by **December 6, 2024**. When applying for the position, please quote “**Key Account Manager**” in the subject line.

GrandBridge Energy
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Cambridge, Ontario N1R 5X6
or email: careers@grandbridgeenergy.com
Check us out at <https://grandbridgeenergy.com/>



Kindly note, we do not entertain unsolicited referrals or resumes from third-party agencies or recruiters for our job postings.

We appreciate the opportunity to review all resumes, however due to volume, only those under consideration will be contacted. Any personal information submitted will be managed in accordance with the requirements of the Municipal Freedom of Information and Protection of Privacy Act and will be used only to determine eligibility for employment.

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