



ACCOUNT INTEGRATION SPECIALIST

Job Summary

Energy Management Systems, a rapidly growing comprehensive energy solutions provider, is looking for the newest member of its Account Integration team. This customer-facing position is charged with the development, implementation and management of all new account integration processes. The successful candidate will have a strong financial background, superior organizational abilities, excellent verbal and written communication skills and the drive and determination to play a key role in a dynamic and growing organization.

Essential Duties & Responsibilities

- Assumes complete ownership of the account integration process always maintaining a sense of urgency, integrity and customer intimacy while keeping a constant eye on the best interests of the customer and of EMS. Maintains ownership of the process even while waiting for others in the organization to provide their required input to the process.
- Works collaboratively and proactively with EMS Sales Team from beginning to end of the account integration process. Reviews goals of RBC contract from client's perspective to determine if client goals are realistic/achievable based on information provided by sales.
- Ascertains what was promised to client by sales person and reconciles the client's expectations with achievable deliverables based on site conditions as reported by sales and initial read resource and EMS billing capabilities.
- Maintains intimate relationship with client, giving 1:1 personal care including conducting online meetings, reviewing utility bills, rent rolls, past billing practices and makes sure to set and meet clients expectations adequately - sometimes with brutal honesty.
- Strategically utilizes other EMS resource's (Sales Reps, Account Reps, etc.) client relationships to facilitate SIMPLE account integration.
- Produces regular concise communication to internal stakeholders regarding account integration status.
- Produces regular concise communication to client stakeholders regarding account integration status.
- Effectively communicates with EMS IT Department during system account construction and rates programming.
- Maintains constant and thorough communication with EMS Field Operations, including Meter Reading Dept. and Service Dept.
- Recognizes opportunities during account integration process for additional services that EMS can offer to clients and engages with client to introduce such services for consideration and further discussions with the Sales Team.
- Engages with EMS Rates Department when necessary to ensure proper rates & regulations are followed.
- Maintains EMS Client Relationship Management (CRM) system as it pertains to account integration progress tracking.
- Develops/streamlines new and/or current processes to maximize efficiency in department.
- Process and prepare initial billings for new residential, commercial, and industrial properties.

- Partner with property managers to maximize recovery of energy costs.
- Maintain the integrity of billing systems and ensure accurate work on a daily basis.
- Research and reconcile bills when necessary.
- Ensure Compliance with company policies and government regulations.
- Effectively provide customer service to all accounts including responding to inquiries about products or services and handling and resolving customer complaints.

Qualifications

- Bachelor's Degree from accredited four (4) year college or university with a concentration in finance, accounting or business preferred, but will consider other relevant experience.
- Strong accounting and analytical skills including a thorough understanding of billing and collections functions.
- Excellent written and verbal communication and presentation skills.
- Ability to identify and resolve problems in a timely manner.
- Ability to meet deadlines is a must.
- Ability to gather and analyze information skillfully and efficiently.
- Strong attention to detail and excellent organizational and multitasking skills are essential.
- Technological literacy including familiarity with word-processing, spreadsheets and other industry-specific software and the ability to master new technologies as they come on-line.
- Strong internet skills, including use of e-mail programs, group messaging, and use of online meeting platforms.
- Ability to maintain a breadth of knowledge of all services and products.
- Ability to effectively adapt to changes in the work environment and/or scope of work.
- Ability to work well with others is essential.
- Creative and solutions oriented problem solver.
- Internal candidate must be in good-standing and performing in an above-average capacity in their current position.

Work Schedule and Location

- Full Time
- Exton, Pennsylvania

Salary and Benefits

- Salary commensurate with experience.
- Medical Insurance with 89% contribution by EMS.
- 401K Plan.
- Semi-Annual Bonus Plan.
- On-site training.

About Energy Management Systems

Energy Management Systems, in operation since 1980, is a leading provider of comprehensive energy solutions to managers of more than 1,400 multi-use properties across the United States. EMS provides multiple energy savings products and services, including utility billing and accounting services, expense management functions, energy consulting services and sustainability projects. By continuing to add new, technologically advanced energy efficient products and services, EMS maintains a prominent position on the cutting edge of the energy industry. At EMS, both management and staff strive to be passionate, positive, precise and personal in everything we do, externally for our customers and internally for our team. Our unique position in the marketplace as well as our dedication to our core values make EMS an exciting and dynamic place to work.