



## ENERGYQUOTE JHA

**Job Title:** EBS Relationship Manager

**Reporting to :** EBS Relations Consultant

**Staff Responsible for:** NONE

**Background information on the company:**

Energy Management Brokers, trading as ENERGYQUOTE JHA, is an independent and privately owned pan-European energy consultancy who has been delivering bespoke solutions to Customers since 1973. Pioneers in product development and technological solutions we were the first company to launch a UK e-sourcing energy platform and services across Europe.

We have built long term relationships with many Euro 500 and FTSE 250 customers, both in strategic consultancy and the delivery of energy procurement. Its wider services include a web based e-sourcing system for power and gas, full bureau services with data monitoring and financial management capabilities, market pricing and analysis, market intelligence publications, workshops, seminars, risk management, Carbon and Sustainability and energy and water audit services.

ENERGYQUOTE JHA have offices in London (UK), Horsham (UK), Milan (Italy), Liege (Belgium), Brussels (Belgium) and Iasi (Romania).

ENERGYQUOTE JHA is a dynamic and energetic company. It thrives on the ability of its employees to demonstrate leadership, solid commercial judgement and a desire to drive the company forward providing solutions with a "can-do" attitude.

**The Department and the Purpose of the Job:**

The EBS Relationship Manager, on average will be responsible for servicing between 80-100 Internal Accounts via a strictly telephone managed service. The Relationship Manager and the EBS Relations Consultant will work alongside each other as one unit but each of the Relationship Manager's will be responsible for their accounts in each portfolio. The EBS Relationship Manager will be managed by the EBS Relations Consultant by giving key performance criteria during the yearly cycle at ENERGYQUOTE JHA, thus ensuring the companies objectives are delivered to a high standard in each portfolio. The strategies in operation in this Department should be streamlined by the EBS Relations Consultant, with the EBS Relationship Manager taking direction from the more senior position.

**Duties & Responsibilities:**

Your principle duties and responsibilities as **EBS RELATIONSHIP MANAGER** are:

- **Being totally responsible for the clients allocated to you-** To ensure they receive an entirely professional execution of the ENERGYQUOTE JHA service level deliveries at all times. The EBS Relationship Manager will be responsible for the customer from the initial instruction through to the negotiation of their utility contracts throughout the year. In addition, retention of the client is key to the business and is achieved by offering a wide range of ENERGYQUOTE JHA Service Delivery options. This ensures a high level of customer satisfaction is maintained throughout every process. Where a risk or problem is identified within the portfolio, the EBS Relationship Manager must consult with the EBS Relations Consultant at every stage to ensure a swift resolve.



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- **Helping customers through the negotiation of their Utility Contracts-** You will need to offer telephone and administrative support to clients throughout the negotiation process of their utility contracts through our online trading systems. This will enable the client to make the most appropriate decision to suit their risk exposure within the marketplace. Therefore, you must maintain a keen commercial awareness of how the commodity markets interact to be able to interpret the information provided to the client. You must also ensure that the client's expectations are fully met on price, market and product by following our strict expectation setting processes.
- **Talking on the telephone to each client allocated to you on a pro-active basis throughout the year-** As EBS Relationship Manager it is imperative that you create and maintain a close relationship with your client via the telephone. During a negotiation round the contact may be constant due to the volatile marketplace but this contact must be maintained post negotiation as well to ensure that all service delivery options are being met throughout the year. The EBS Relationship Manager must ensure regular customer service calls are placed to clients and no customer should be without contact for longer than a 4 weekly period. This contact must be verbal to ensure relations are maintained but emails can also be used as a back up of a previous verbal communication.
- **Account Planning and Setting of Customers Expectations-** - the EBS Relationship Manager will ensure the customer's expectations are managed and that the customers trading objectives are quantified by putting in place plans and processes with each customer to manage their portfolio. This must match the customer's specific energy requirements. This may also relate to product, hierarchy, trading or more specifically the structured plan of the customers expected energy cycle at ENERGYQUOTE JHA. The EBS Relationship Manager must liaise with the Water and EBS Relationship Manager on the progress of these plans in regular meetings and reviews.
- **Inter-Department Relationships:** In your role as EBS Relationship Manager you will be required to work closely with the Water and EBS Relationship Team Manager and the EBS Relationship Manager Coordinator in delivering to key performance criteria and financial targets. These will be closely monitored by both parties. Therefore, it is imperative that you develop and maintain professional relationships with the key people within the business and within the Lead Relationship Management Team. Your positive and pro-active attitude will be key to your success in the role. Despite the difference in roles in operation within the EBS Relationship Management Team, you are expected to be a team player and support your colleagues where required and deemed appropriate by the Water and EBS Relationship Team Manager. Cross training and communication is imperative to your growth within the business.
- **Solving any Client queries quickly, completely & satisfactorily in the clients and the company's eyes:** - At ENERGYQUOTE JHA, we request that all customer queries are actioned within 24 hours of the initial enquiry being raised. While we realise some queries may last longer than 24 hours, it is imperative the customer receives feedback from ENERGYQUOTE JHA within 24 hours detailing the appropriate action to be taken. The timely and complete resolution to queries raised may cover a variety of issues such as billing errors to providing accurate budget analysis. The EBS Relationship Manager must ensure that all



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queries are tracked, monitored and resolved using our internal Sage system. The EBS Relationship Manager must report to Water and EBS Relationship Team Manager or the EBS Relationship Manager Coordinator on a weekly basis of what queries are in play and which ones have been resolved.

- **Monitoring Profitability Levels**- The EBS Relationship Manager must at all times ensure that the customers Profitability level is at a maximum. This is achieved by recognising opportunities within the existing portfolio that could result in New Business, Resign, Referral, EBS Conversion, Fund Conversion, Water Auditing or growth through a parent company or subsidiary. Where a visit or a higher level of experience is required to secure the business, the EBS Relations Consultant will provide support. If the EBS Relationship Manager is new to the position, training and support will be provided by the EBS Relations Consultant in completing sales material such as proposals, meeting structures and marketing material.
- **Retention and Termination Resolve** - As the EBS Relationship Manager, you will be responsible for managing a large amount of accounts. Therefore, it is imperative that they are managed in an organised and structured way to ensure the customer receives an excellent level of customer service. Where a risk occurs or a termination letter is received, the EBS Relationship Manager must ensure the systems are updated and that the appropriate response is sent back out to the client. Any termination or customer complaint should be highlighted to the Water and EBS Relationship Team Manager.
- **Managing Migration**- Throughout the customers yearly cycle, it is likely that a customers requirements or the service level that they require may change. This could result in acquisitions or closures or indeed a change in the service level they require. Where the EBS Relationship recognises this change, accounts may migrate between the EBS Relations Manager and the Lead Relationship Managers portfolio. In addition, as the EBS Relations Consultant migrates their portfolio over the next 6 months, you will be required to support this process by the creation of new processes to manage this transition. Your knowledge of managing the internal accounts will be required in providing solutions and new ways of workings in this area.
- **Coordinating and supporting new Customer Service Management Streams**- over the next 6-12 months, we will be reviewing the internal client portfolio, in particular how the accounts are presently managed. We hope to identify new and more streamlined processes to deal with this specific type of customer and you will be required to provide ideas and solutions to support this project. Where the reviewed processes identify new roles and responsibilities, you will also be required to support the training of new individuals where applicable. You will also be required to create and implement new processes and ensure the successful transition into our nimbus and online systems.
- **Expanding your commercial knowledge**: - ENERGYQUOTE JHA offers a full training programme as part of our new starter induction programme; however as an EBS Relationship Manager you will be required to maintain a high level of commercial product and market awareness. Therefore, please ensure you attend all market intelligence briefs and ensure you read all published articles from ENERGYQUOTE JHA.



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- **Following up on all administration:** - approximately 50% of the job involves completing administration arising from the variety of processes in place within ENERGYQUOTE JHA when supporting a client throughout the negotiation process. The administration part of the role however, will be very varied. All correspondence to Clients must be logged in our internal Sage systems.
- **Soft Selling of additional services to clients:** - to maintain each client's profitability level and to ensure the customer takes advantage of the variety of benefits available at ENERGYQUOTE JHA, some soft selling of additional services will be required. As part of your role as EBS Relationship Manager, you will be required to meet and exceed financial targets throughout the year in line with bringing in new revenue to ENERGYQUOTE JHA. In particular, in the New Business, EBS Conversion, Fund Conversion and Resign revenue streams.

**Plus:** all other duties as assigned appropriate to the development of the role and the individual.

**Person Specification:** The essential attributes for this role are:

### Qualifications

- Educated to "A" Level standard, Degree preferable
- Formal training and a good working knowledge of Microsoft Windows 98, Word, Excel, Explorer, E-Mail & PowerPoint

### Personal Skills

- A strong administrator
- Must be highly organised
- Be a good team player
- A self starter who likes to get the job done properly first time
- A critical eye for detail/methodical worker
- Ability to sell at director level
- Ability to negotiate under pressure

### Experience & Skill Set

- Excellent oral and written communication skills
- Experience of managing accounts & building relationships via a telephone service
- Proven delivery to meet timescales under pressure
- Able to relate to IT systems well
- Excellent and confident telephone manner
- Able to multi-task and prioritise

### Circumstances

- Excellent health
- Stable employment background
- Able to provide 2 references from previous employers

### CV's

Please send all CV's by email to [job.application@energyquote.com](mailto:job.application@energyquote.com)