

Iroquois Pipeline Operating Company

Customer Relationship Representative

Iroquois doesn't just offer jobs – we offer opportunities for people like you to apply your passion and grow. We deliver an essential resource that complements renewables by providing a reliable, affordable source of energy. If you want to be part of an organization with a firm commitment to investing in our community and the environment, we have such an opportunity at Iroquois right now! No agencies please.

The Customer Relationship Representative reports directly to the Senior Manager, Marketing, Contracting & Credit. Incumbent will build and maintain strong relationships with individuals at all levels including customers and internal stakeholders.

Play a key role in developing strong relationships with customers to understand their business and provide a high level of customer account management. Working closely with internal stakeholders such as marketing, contracting and credit management area, gas control, schedulers, financial services, legal services, and senior management to optimize and enhance the teams' approach to servicing new and existing natural gas markets and system enhancements. Knowledgeable and skilled in the areas of customer service, servicing contracts, credit reviews, transportation pricing and supporting the daily Marketing, Contracting and Credit activities and special projects.

Responsibilities including but not limited to the following:

- Support daily Marketing, Contracting and Credit Services including system development and testing and recommendations for action.
- Customer account management, contracting and credit management. Provide support to all assigned areas of the department or special project assistance as required.
- Primary backup for the marketing, contracting and credit management of transportation service(s) and focus on continuous learning and process improvement with efficiency and accuracy.
- Monitoring, completing projects, reviews and reports as required for long term firm contracts, customer events, budget, and other related tickler items to ensure deadlines are in accordance with terms and conditions, etc.
- Gaining knowledge of the gas markets, pipelines, and constraints to proactively assist in managing the short-and long-term contract negotiations and discretionary revenue book of business. Learning the methodology and trading systems or publications that support and establish trading business transactions.
- Work with gas accounting to reconcile invoice discrepancies and transport rate discrepancies as needed to ensure the tie-out to negotiated rate or formula transactions.

- Assist prospective or existing customers with Service Request Forms and other related documentation.
- Managing the tracking and assisting in the updating of department procedures, Iroquois.com as it relates to the department and other such department tasks.
- Ensure existing and new application systems accomplish department objectives to include but not limited to evaluate through testing the functionality and analyze and make recommendations for improvements or optimization of processes while ensuring that all basic business requirements operate as defined, etc.
- Records Management.
- Contribute to and ensure alignment with Iroquois overall goals and strategies including but not limited to exposure in the areas of invoicing and scheduling.
- Maintain effective internal and external contacts; actively work on customer relations.
- Work in the spirit of cooperation that fosters teamwork and sense of responsibility.

Additional responsibilities include assuring compliance with all corporate policies and procedures, Iroquois FERC Gas Tariff, and best practices.

Knowledge & Experience:

- Bachelor's degree or equivalent experience in business or related field is a plus.
- 3-5 years of relevant work experience is a plus.
- Strong written and communication skills, superior customer service skills.
- Excellent analytical and quantitative skills, with strong attention to detail.
- Proficient in FileMaker Pro (or similar database), Microsoft Word and Excel, as well as other common productivity software like PowerPoint and Outlook.
- Knowledge of and adherence to industry Compliance and Regulatory rules specifically regarding FERC compliance to pipeline and capacity operations is a plus.
- Ability to complete work assignments with little supervision in an acceptable timeframe.
- Ability to make quick and well-reasoned decisions is critical.
- Strong organizational, problem-solving aptitude, and time-management/critical thinking skills are essential.
- Minimum of 3-5 years professional experience.
- Self-starter with customer relationship management and conscientious skill of working both independently and in a team environment.
- Systemic approach to problem solving.
- Strong team leadership, negotiation, customer service, communication (verbal/written) and analytical skills.
- Willingness to travel overnight for customer meetings, conferences, etc.

Position Location: Corporate Headquarters in Shelton, Connecticut. We work in a beautiful corporate office park with great restaurants, walking trails, an onsite gym and shopping nearby.

Iroquois provides equal opportunity in employment to qualified individuals regardless of race, color, religion, age, gender, sexual orientation, gender identity or expression, physical or mental disability, marital status, national origin, ancestry, veteran status, predisposing genetic characteristics or any other legally protected class or factor in accordance with applicable state or federal laws. The Company complies with all laws regarding reasonable accommodation of disabilities for applicants and employees. If you believe you may need a reasonable accommodation at any point during the application process (or after, if hired), please contact the Manager, Human Resources at employment@iroquois.com.

<https://iol.iroquois.com/JobOpenings/Job/100100>