



Carbon Offset Account Manager

Core Expertise: Greenhouse gas emissions, client management, software as a service, data management, emission reporting, methane, energy efficiency, consulting. Applicants must have excellent communication skills, both written and oral, and be able to demonstrate deep understanding of software programs. Programming skills are not required. Candidates should bring a network of connections and existing relationships to sustainability professionals in the North American energy industry that will compliment and bolster Cap-Op Energy's existing relationships.

Open Date: June 18th 2018; **Closing Date:** July 3rd 2018

Location: Downtown Calgary

Description: The Carbon Offset Account Manager opportunity offers the successful candidate a chance to join a team of bright, innovative professionals who are passionate about their work.

We are seeking an Account Manager to create long-term, trusting relationships with our customers. The Account Manager's role is to oversee a portfolio of assigned customers, develop new business from existing clients and actively seek new sales opportunities.

Cap-Op has two business lines; sustainability consulting services and sustainability-enabling software-as-a-service (SaaS). The Carbon Offset Account Manager will be engaged in client support and shared oversight of an existing software platform.

The Account Manager will report to the Director of Business Development and will:

- Be the lead point of contact for customer account management matters
- Build and maintain strong, long-lasting client relationships
- Develop trusted advisor relationships with key accounts, customer stakeholders and executive sponsors
- Ensure timely and successful delivery of our solutions according to customer needs and objectives
- Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders
- Develop new business with existing clients and/or identify areas of improvement
- Forecast and track key account metrics (e.g. quarterly results and annual forecasts)
- Prepare reports on account status
- Collaborate with sales team to identify and grow opportunities
- Assist with challenging client requests or issue escalations as needed

The Account Manager will contribute to the growth of a software platform that focuses on documentation and quantification of greenhouse gas reductions in the energy industry in Western Canada and generation of carbon offset credits on behalf of our clients. The chosen candidate will provide guidance and support to the end-users of software platforms and systems that make significant impacts in how industry inventories, measures, analyzes, validates and reports GHG emissions data. By the nature of the work, the chosen candidate will be involved in many aspects of the company and may be expected to take on a variety of other responsibilities in the near term. As such, this represents an excellent opportunity to refine and



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hone both technical expertise and management experience in a dynamic work environment. The unique position is based in a downtown Calgary office.

The successful candidate will be a central enabler of the growth of the business in an evolving regulatory landscape. The role requires a high performing, agile minded individual who can adjust priorities and who thrives in a dynamic and innovative environment. The successful candidate will be able to produce client-ready deliverables independently – and will have successfully done so in the past. The role may require presentations to industry groups, panels and conferences as needed by the business with some intermittent travel (estimated <10%).

Candidates should be entrepreneurial, innovative and have a passion for environmental issues, especially greenhouse gas abatement. The company is currently undergoing rapid growth and the candidate's responsibilities may grow quickly. Knowledge of upstream oil and gas operations in Western Canada is critical.

The Ideal Candidate will:

- Be ready to work hard, solve problems, and work with a team towards building a sustainability-focused technology company that is respected amongst industry, peers and competitors;
- Be able to bring strong analytical thinking, problem solving attitudes and innovation to the way in which they complete projects and tasks;
- Carry an entrepreneurial attitude with an aptitude towards business development, marketing, branding, and especially client management;
- Be familiar with energy systems and / or oil and gas production, including deep knowledge on energy and emissions related software. Experience with oil and gas industry asset management software systems such as SAP, Maximo, or Petrinex will be helpful;
- Be familiar with Customer Relationship Management (CRM) tools (eg Salesforce or Zoho CRM);
- Be comfortable interacting with and training experts in the oil and gas field;
- Be organized, and have a high attention to detail;

Required Experience:

- 3-5 years or more of account management and software related work in the energy industry.
- 2-3 years or more working directly with software end-users to identify and resolve issues, troubleshooting, and service/support ticket management.
- 1-2 years of experience in a role that supported or contributed to business development or developing business models for internal or external sales of projects, initiatives or ideas.
- Experience with carbon- and methane-related regulations or legislation in any jurisdictions is an asset.
- Candidates with experience defining needs and functionality of software, providing guidance or project management support to software, or managing external software development have an advantage.
- Candidates who can demonstrate experience developing value propositions, business cases, and scopes of work for clients in the energy industry have an advantage.
- Candidates with experience in upstream oil and gas operations and familiarity with relevant data management software or hardware systems will have an advantage.

Education: Bachelor of Engineering, Science, Commerce or equivalent. A relevant Graduate degree will be considered an asset. P.Eng. or similar professional designation will be considered an asset.

Cap-Op Energy will:

- Provide the successful candidate with a dynamic, collaborative and innovative work space within a highly qualified, dedicated and enthusiastic team;



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- Offer a competitive compensation and benefits package;
- Be flexible with respect to the candidate's work-life balance and allow some amount of distance work;
- Consider the candidate for a variety of growth opportunities within Cap-Op based on performance and fit with the Cap-Op team after completion of a standard probationary period.

Please send resume and cover letter to: Cooper Robinson – crobinson@capopenenergy.com

Keywords: sustainability, consulting, oil and gas, methane, emissions, entrepreneurship.



Cap-Op Energy Inc. believes that sustainability is achievable in the energy industry. Profitability and low carbon intensity are not mutually exclusive. This unites our team and has been our driving mission since inception.

Cap-Op Energy provides technology solutions and professional consulting services to innovative clients across the energy spectrum. We enable our clients, their sustainability projects and corporate sustainability programs. Cap-Op has experience in all the major environmental credit markets across North America.

As professional consultants, Cap-Op is a trusted advisor to a number of governments, leading energy and waste companies internationally. We understand both the technical, policy and commercial aspects of the environmental benefits and risks posed by them. Our track record of success illustrates our commitment to maximizing this value for our partners.

As technology providers, we leverage our specialized emission expertise in areas where Software as a Service (SaaS) computing technology can multiply effectiveness and scale project yield. We employ the latest agile development techniques, with rapidly deployable and scalable infrastructure to maximize value.

With functional areas of expertise and experience extending across fossil, renewable and non-emitting energy and waste, the team can address the interrelationships between science, policy, technology and markets.

At our core, Cap-Op has garnered the most significant and relevant experience set in conceiving, evaluating, demonstrating and executing emission reduction policies and projects related to the oil and gas sector and energy efficiency.

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