

Customer Service/Sales/Billing Coordinator

The South Hadley Electric Light Department (SHELD), a municipal electric utility company with 8,000 customers and over a century of service to the people of South Hadley, is seeking a qualified Customer Service, Sales, and Billing Coordinator for SHELD's electric service and Fibersonic gig-speed internet service. The Coordinator will take the lead in billing and collections, process payments from customers and answer customer inquiries dealing with all aspects of customer accounts.

Customer Service & Sales Responsibilities:

- Collect revenue, post to accounts, prepare and proof batch reports.
- Tabulate and process daily deposits and prepare daily/weekly/monthly supporting reports.
- Collect customer deposits and prepare daily/weekly/monthly supporting reports.
- File customer receipts and service orders.
- Process new application requests.
- Establish new customer accounts and sell/educate customers on Fibersonic GIG speed internet benefits including the advantages of over the top streaming devices and service using Fibersonic GIG speed internet service.
- Attend educational events to promote Fibersonic Internet service and support strategic initiatives for Fibersonic and SHELD goals.
- Create service orders for final accounts.
- Answers questions from customers regarding billing, payments and portal access.
- Answer complaints from customers and research problems.
- Research and prepare special reports for management as requested.
- Maintain customer files with updated information.
- Contact customers regarding autopay issues, declined payments, expiration dates, etc.
- Assisting customers by following department policies and procedures.

Billing Responsibilities:

- Process accounts for upload/download through automated meter reading system.
- Print edit list and review after initial meter readings are downloaded; identify missed and/or incorrect reads and other potential problems;
- Run calculations and prepare bills for mailing.
- Collect readings from large commercial accounts and prepare and process monthly bills.
- Review and resolve reading issues, generate billing information.
- Accept and arrange payment plans (arrangements) for accounts.
- Prepare and maintain fuel assistance files.
- Determining and creating budgets for accounts requesting to be on a monthly budget plan.
- Prepare and process termination notices with follow-up to full termination process.
- Produce collection reports and notify final customers of any outstanding balances with follow-up to reporting to collection agencies.
- Perform all other ancillary assignments or duties as directed by Office Manager.

Qualifications:

- High School diploma or equivalent.
- Two to three years of clerical experience in a general office environment.
- Two years of fiber internet sales experience and/or customer service in a utility strongly preferred but not required.
- Skilled user in MS Office (Word, Excel and Outlook).
- Must have proven ability to take initiative and solve problems with minimal supervision.
- Effective Team Player with above average communication skills, ability to work and deal effectively with employees and the public.

This is a full-time position with excellent benefits including a Massachusetts Public Employee Pension Plan. Qualified candidates can apply for this position by submitting a cover letter and resume via email to kmendoza@sheld.org , Kim Mendoza at South Hadley Electric Light Department.