Account Services Associate  

The Redwood Coast Energy Authority (RCEA) is recruiting a termed Account Services Associate to support our Community Choice Energy program.

Opening: available immediately

Compensation: Up to 30 hours/week at $18.87 - $23.63 per hour (appointments typically start at the beginning of the compensation range). This temporary position includes 24 hours of annual sick leave and 14 annual paid holidays. This position does not include employee health or retirement benefits. The initial appointment is six months.

Reporting to the Account Services Manager, the Account Services Associate’s responsibilities include performing utility billing rate analysis using Excel, assisting with development of customer-facing materials for content and presentation, assisting with state-mandated customer mailers, assisting with late payment noticing, managing customer data sets for outreach, and general staff support and customer service regarding account services. This position will be office-based Monday through Friday.

Candidates with experience in any of the following areas are encouraged to apply:

- Experience with customer service, project management, and account management
- Proficiency in Microsoft Excel (graphing, Vlookups and Pivot Tables, and conditional formatting)
- Proficiency in Microsoft Word
- Experience tracking customer interactions and/or using customer relationship management (CRM) systems
- Attention to detail, accuracy, and exceptional problem-solving skills

Candidates with the following characteristics may excel in this role:

- Strong work ethic,
- Highly organized,
- Good communicator,
- Ability to prioritize multiple tasks,
- Attention to detail
- Willingness to learn and accept challenges

The Redwood Coast Energy Authority (RCEA) is a joint powers agency located in Eureka, California. RCEA was formed by local governments to develop and implement sustainable energy initiatives that reduce energy demand, increase energy efficiency, and advance the use of clean, efficient, and renewable resources available in the region. RCEA launched a Community
Choice Energy program in 2017 through which we are procuring electricity for Humboldt County residents and businesses.

**Application Instructions:**
Applicants must submit an RCEA Employment Application, resume and cover letter to RCEA, 633 3rd Street, Eureka CA 95501, or hr@redwoodenergy.org, Attn: Account Services Associate, Position #277. Please include the position title in your cover letter and in the subject line (when emailing). Incomplete application packages are subject to immediate disqualification. Applications are available at www.redwoodenergy.org.

**Application Deadline:**
This position is open until filled.

**Vaccination requirement:**
Due to the close contact this role will have with RCEA staff in the office setting, documentation of vaccination against the coronavirus is a condition of employment. Applicants who seek reasonable accommodation for this requirement, based on medical condition or sincerely held religious belief should contact RCEA’s Human Resources staff at hr@redwoodenergy.org or 707-269-1700.

The Redwood Coast Energy Authority is committed to a diverse workforce and is an equal opportunity employer. RCEA maintains and promotes a policy of nondiscrimination and nonharassment on the basis of race, religion, color, sex, age, disability, veteran or marital status, sexual orientation, gender identity, national origin, or genetic characteristic. RCEA strongly encourages people of color, women, and those who identify as LGBTQ to apply.