



REDWOOD COAST  
**Energy Authority**

Position Announcement • Open until Filled • First Review: May 10, 2024

# Account Services Manager

Redwood Coast Energy Authority (RCEA) is seeking an Account Services Manager to act as its lead customer service representative. The Account Services Manager provides oversight for customer account management, billing and rate-setting operations. This position serves as the lead point of contact between RCEA, its customers, and outside stakeholders.

**This is an exciting opportunity for a passionate candidate seeking a challenging and rewarding career path in a growing field. Daily activities emphasize providing excellent customer service, analyzing and interpreting billing details, and data analysis. Applicants with prior experience in customer billing or utilities, but limited energy or public sector experience, will be considered.**

**If you prioritize working for an organization that focuses on community service, fosters a team atmosphere, and supports enterprising approaches, you may be a great addition to our team.**

# The Ideal Candidate



Under general supervision, the Account Services Manager acts as the lead customer care representative for RCEA's Community Choice Energy (CCE) program, providing oversight for customer account management, billing and rate-setting operations. This position serves as the lead point of contact between RCEA, PG&E, and data management and/or call center service provider(s) to identify and resolve issues related to RCEA and/or PG&E tariffs, program designs, customer debt collections, and business operations. The Account Services Manager coordinates with RCEA's regulatory and legislative staff on policy matters related to rates, tariffs, and customer billing. The Account Services Manager also participates in community events and supervises assigned staff.

## Specific Activities May Include:

- Serve as the main contact and maintain business relationships with RCEA's billing support service provider and PG&E representative(s) to ensure consistent and effective interaction with customers.
- Process RCEA electric rate changes and oversee resulting rate change work products.
- Track outstanding customer debt and report quarterly on customer debt; work with collections service provider(s).
- Track opt-outs and respond to any customer issues that may be causing opt-outs; identify and implement solutions to increase customer retention and customer satisfaction with RCEA services
- Prepare and submit required regulatory filings.
- Identify and resolve complex customer billing issues.
- Maintain rate models for cost comparison and other analytical purposes; provide data analysis support as needed.
- Track customer inquiries and ensure they are resolved in a timely manner by RCEA staff or partner organizations.

*(Duties are illustrative and may vary, please review full Job Description for more information)*

## Candidates with the following characteristics may excel in this role:

- Knowledge of electric utility rules, tariffs, bill design and terminology.
- Ability to understand, anticipate, and appreciate customer needs and concerns.
- Ability to establish and maintain effective working relationships with persons encountered during the performance of duties.
- Desire to provide excellent customer service.
- Capable of communicating effectively verbally, in writing, and through presentations.
- Talent for conveying complex information in a simple and understandable manner.
- Familiar with electric utility rules, tariffs, bill design and terminology.
- Proficiency with current business software programs, including customer relationship management (CRM) systems, MS Office, and other analysis, program, and budget tracking tools.
- Demonstrated ability to lead and supervise others.
- Applicants well-qualified in other areas but with limited energy experience will be considered



# Compensation and Benefits



RCEA offers an attractive compensation and benefits program. The salary range for this position is \$88,887 to \$111,495 annually, plus competitive benefits package. Appointments typically start at the beginning of the pay range.

The competitive benefits program includes:

- **Retirement:** Employees have the option of participating in a 457(b) deferred compensation plan. RCEA contributes \$4,000/year and an amount equal to up to 4% of employees' gross salary to a 401(a) deferred compensation plan. RCEA will also match up to 3% of employees' voluntary contributions.
- **Insurance:** Employer-paid health, vision, and dental insurance is available for employees and their qualified dependents. RCEA will pay 100% of the monthly premiums for eligible employees and 50% of the monthly premiums for their dependents.
- **Vacation:** 15 days of vacation per year, increases with time in service.
- **Holidays:** 15 holidays per year, including three floating holidays.
- **Sick Leave:** 8 hours sick leave per month.

RCEA is proud to be a qualified employer under the U.S. Department of Education's Public Service Loan Forgiveness (PSLF) Program.

## Work Location:

This position will work in person at RCEA's annex office location in Eureka, CA. Flexible and hybrid work schedules may be considered upon hire. Proof of COVID-19 vaccination required.

## Apply

Applicants must submit an RCEA Employment Application, Resume, and Cover Letter to: RCEA, 633 3rd St, Eureka, CA 95501, Eureka, CA 95501 or [hr@redwoodenergy.org](mailto:hr@redwoodenergy.org), Attn: Account Services Manager.

Incomplete application packages are subject to disqualification. Please include position #292 in your cover letter and in the subject line if you submit your application by email. Application forms are available at: [www.redwoodenergy.org/employment/](http://www.redwoodenergy.org/employment/)



# Meet RCEA



**Humboldt  
County has a  
long history of  
innovation and  
leadership.**

RCEA is a local government joint powers agency located in Eureka, CA. RCEA was formed in 2003 by the County of Humboldt and incorporated cities within the county to create a local government organization devoted to developing and implementing 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 implements energy efficiency projects and programs through our Demand Side Management (DSM) department, which are supported through ratepayer funding from the California Public Utilities Commission, partnership programs with Pacific Gas and Electric Company, RCEA's Community Choice Energy Program, and various grants. These include a wide and expanding range of residential, commercial, and public agency services to promote energy efficiency, electrification, demand response, decentralized renewable energy production and storage, and more with the overall goal of reducing greenhouse gas emissions.

Redwood Coast Energy Authority is committed to a diverse workforce! RCEA strongly encourages people of color, women, and those who identify as LGBTQ to apply.

## EQUAL EMPLOYMENT OPPORTUNITY / EMPLOYMENT ELIGIBILITY

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 anti-harassment based on race, religion or religious creed, color, age, sex, gender, sexual orientation, national origin, ancestry, marital status, medical condition, mental or physical disability, military service, or any other classification protected by federal, state, or local laws in its process of recruitment, selection, promotion, or other conditions of employment.

Reasonable accommodation may be made in the testing procedure as well as the work site. If you need accommodation for an exam due to a disability, please contact the Human Resources office ([hr@redwoodenergy.org](mailto:hr@redwoodenergy.org), or 707-269-1700 x318).

In accordance with the Immigration Reform Act of 1986, RCEA must verify, once an employment offer has been made, that all persons have written proof of their right to work in the United States.

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