



REDWOOD COAST Energy Authority

Account Services Coordinator (Part-Time)

Position #302

About the Position

Compensation

\$28.89 – \$36.07 per hour

Appointments typically start at the beginning of the hourly range.

Overview

The Redwood Coast Energy Authority (RCEA) is recruiting a part time Account Services Coordinator to support our Community Choice Energy program. RCEA launched its community choice energy (CCE) program in 2017, with a goal of 100% local renewable electricity by 2030. RCEA's Account Services operations partner with PG&E to provide customer billing, administer utility-based community programs, and manage rates. CCE Account Services also partners with consultants to manage customer relations, provide reporting on established metrics, and support other RCEA departments with account issue resolution and billing-based information.

Reporting to the Account Services Manager, the Account Services Coordinator's responsibilities include providing account support by updating account information, assisting with office and customer mailing tasks, and creating non-complex spreadsheets and documents. This is an excellent opportunity to get started on a career in energy. This position is fit for someone seeking a rewarding part-time opportunity in the energy sector, offering valuable experience and growth potential within a dynamic and supportive team.

Job Activities

- Review and explain billing data to customers
- Assist with collection practices
- Perform data entry and/or review of utility billing rate analysis using Excel
- Review and summarize utility rate tariff documents
- Assist with development of customer-facing materials for content and presentation



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- Review mailing lists for accuracy, assist with state-mandated customer mailers and monthly mail processing, and process return mail for late payment notices and other necessary tracking
- Assist in general staff support and customer service regarding account services utilizing Customer Relations Management (CRM) tools
- Organize files management and process of maintenance requests from field operations
- Create informational and procedural documents for staff use
- Assist with office phone coverage and general office support services
- Provide flexible support for ongoing and emerging projects
- Maintain clear and timely communication regarding task/project status and outcomes with team and supervisors

(Duties may vary and are subject to change.)

Desired Experience

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

- Customer service, task management, and customer account relations
- Tracking customer interactions and/or using Customer Relationship Management (CRM) systems
- Proficiency in Microsoft Excel (or ability to learn and apply skills)
- Proficiency in Microsoft Word (or ability to learn and apply skills)

Candidates with the following abilities and characteristics may excel in this role:

- Strong work ethic
- Commitment to producing quality work
- Good organizational methods
- Good communicator and listener; enjoys responding to customer questions
- Ability to prioritize multiple tasks
- Willingness to learn and accept challenges in related task assignments
- Attention to detail, accuracy, and effective problem-solving skills
- Can execute empathy and patience in work related interactions
- Self-motivated and capable of initiating and completing assignments with minimal supervision



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We encourage anyone who is interested in this opportunity to apply. RCEA is seeking dedicated people who believe they have the skills and ambition to succeed at RCEA to apply for this role. Applicants well-qualified in other areas but with limited energy experience will be considered! If you have questions regarding your qualifications, we encourage you to call Human Resources at (707) 269-1700 to discuss the position.

Application Instructions

Applicants must submit an RCEA Employment Application and Supplemental question responses to RCEA, 633 3rd Street, Eureka CA 95501, or to hr@redwoodenergy.org Attn: Account Services Coordinator #302. Incomplete application packages are subject to immediate disqualification.

Applications are available at redwoodenergy.org/employment.

Application Deadline

This position is open until it is filled.



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Employment Information

Work Schedule & Benefits

This is a non-exempt part-time position; candidates can expect to be regularly scheduled for up to 20 hours per week. The successful candidate will choose between working: four 5-hour shifts per week or five 4-hour shifts per week, with flexible scheduling available anytime between 8:00am and 3:00pm, Monday through Friday. This position includes 15 paid holidays, 5 paid sick days per year and no additional employee benefits. Work will occur in person at RCEA's Eureka offices and may also include occasional work at other sites throughout Humboldt.

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 antiharassment 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, or (707) 269-1700 x318).

All potential RCEA employees must complete the required background clearance and have a satisfactory driving record (if required to drive for RCEA business).

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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About RCEA

RCEA is a local government joint powers agency established in 2003, located in Eureka, California. RCEA's purpose is 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.

The 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.