



## **Lead Customer Service Rep/Public Affairs**

Lead and be responsible for customer service policies, public affairs, media, and Department communications. Position reports to the Business Manager.

### **The Company:**

Hudson Light is a community-owned municipal utility. We are as recognizable as the landmarks that grace our towns and our employees are good neighbours in the communities we serve. We provide competitive benefits package.

### **Duties and Responsibilities:**

Resolve customer complaints; supervise customer termination program; liaise with Department of Public Utilities (DPU) on customer issues; supervise customer debt collection; manage customer payment and budget arrangements; work directly with financial assistance agencies i.e. SMOC and Welfare; supervise diversion mitigation program; supervise Energy Efficiency programs; prepare monthly/quarterly newsletter; prepare Department's annual report. Act as main point of contact for Public Affairs including press inquiries, news/press releases, advertisements, in-house publications, web presence and social media content. Design various databases, forms, policies and procedures to accommodate responsibilities. Supervise customer service processes, including set up and evaluation of customer surveys, community safety programs, energy efficiency programs, and employee customer service training. Supervise Department's voluntary load curtailment program and press notifications regarding power system conditions.

This job description is not intended to be all-inclusive, and employee will also perform other reasonably related business duties as assigned by immediate supervisor and other management personnel as required.

This Department reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment.

### **Qualifications:**

Minimum of BA in Business; BS in Journalism or English is preferred. Employee must have excellent communication skills, both verbal and written. Computer literacy, familiarity with Windows software applications and a working knowledge of Microsoft Excel are required. Five years of municipal utility experience is preferred. High degree of integrity is a necessity and must possess strong leadership capabilities.

Please submit your resume & application form by **July 8, 2019** to:

Hudson Light & Power Department

49 Forest Ave.

Hudson, MA 01749

Or Email to: [hconry@hudsonlight.com](mailto:hconry@hudsonlight.com)