

HUDSON LIGHT AND POWER

CUSTOMER SERVICE/BILLING

The Hudson Light and Power Department (HLPD), located in Hudson Massachusetts, is seeking to fill a full-time Customer Service/Billing position.

Hudson Light and Power is a municipal electric utility serving the Towns of Hudson and Stow Massachusetts that offers competitive salaries and excellent benefits which include a guaranteed pension.

The ideal candidate will have an associate's degree in business administration and:

- Minimum of three years of related experience
- Excellent verbal and written communication skills
- Familiarity with municipal light plants or electric utility operations
- Intermediate Experience with Microsoft Office Suite
- Ability to learn SEDC billing software
- Self-Motivated, organized and detail-driven
- Willingness to provide emergency support after hours

Duties will include providing customer service via phone and in person, Customer Intake, set-up, removal, processing of new applicant accounts. Billing of accounts, processing of all receipts, data entry, bank deposits, automatic transfers, re-read data, processing exception report information. Preparing work orders, removals, Customer deposit refunds, overpayments, answering telephone and assisting customers to resolve billing problems/questions. Processing daily mail. Preparation of lien bills. The salary range is between \$67,600 and \$75,920 per year.

Employment applications are available at www.hudsonlight.com and can be submitted via email at info@hudsonlight.com or mailed to Hudson Light and Power Department, 49 Forest Avenue, Hudson MA 01749; ATTN: Business Manager. Please include a resume along with the application.

The Hudson Light and Power Department does not discriminate on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status, or genetic information.