



Job Opening

We have an opening for a **Revenue Services Account Representative**. We are passionate about the environment while delivering life sustaining, high quality water service to families and communities. We embrace progress, provide training & development to inspire success in every aspect of our business and culture. In addition, we provide a competitive benefits package and 401(K).

This position is open to report to two of our regional locations: Saco, ME or Rockport, ME. This is a **hybrid** work opportunity, meaning that employees are eligible to work remotely for part of the work week, dependent on job function and business needs.

Job Description

The Revenue Services Account Representative (RSA Rep) is responsible for providing excellent customer service and support to customers and employees in a professional and efficient manner and satisfactorily resolving issues.

The RSA Rep will be cross trained to support and provide backup coverage to other positions in Revenue Services to ensure meter reading data, billing, collections and cash functions continue uninterrupted during scheduled and unscheduled absences.

The RSA Rep will provide support and training to Customer Service as needed. This position will also be trained to be proficient on the phones to provide world class customer service to cover phones for the customer service team as needed as well as responsible for making outgoing phone calls for revenue service work to include but not limited to scheduling meter work, billing correction explanation, credit adjustments.

- Provides support as required to identify, research, analyze, resolve, and implement the correction process for various problems.
- Assists with review and analysis of billing, collections, and payment account issues.
- Individual must have a thorough knowledge of Company rules and MPUC regulations in order to provide resolution for customer issues due to the application process of billing, collections and metering.
- Provides support as needed to test new programs.
- Additional responsibilities as assigned.

Minimum Qualifications

- High School diploma required; additional education preferred
- Must have Accounting Principles skillset
- Must have Analytical analysis and problem solving skills
- Must have Customer information system (CIS) experience
- Must have high proficiency in General Office Software



- Must be detailed oriented
- 5 or more years' experience required; 2 years' experience working in Accounts Receivable and/or Payable reconciliation is preferred

Compensation Type

Hourly Wage

Compensation Range

Grade 3 - Hourly

\$ 21.73 - 34.76

Primary Work Location

93 Industrial Park Road

Saco, Maine, 04072

United States

OR

855 Rockland Street

Rockport, Maine, 04856

United States

Work Environment and Physical Demands Code

I - Indoor

EEO Statement

Our company provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, genetics, pregnancy, gender, gender identity, sexual orientation, marital status, protected veteran or other status protected by federal, state, and local laws.

For more information on applying, please visit www.mainewater.com/careers/career-opportunities