



YOUR CONSUMER OWNED ELECTRIC UTILITY SINCE 1893

Job Title: Customer Service Rep– Collections Specialist
Reports to: Customer Service Manager
FLSA Status: Non-Exempt
Salary Range: up to \$30.36

Department: Customer Service
Effective Date: January 2025
Employment Type: Full Time
Supervisory Responsibilities: None

Job Summary:

The Customer Service – Collections Specialist plays a vital role in providing exceptional customer service for Kennebunk Light and Power District. This position is primarily responsible for managing the collection of outstanding account balances and implementing collection efforts to reduce delinquent receivables. As the first point of contact for ratepayers and line crews during emergency situations, the CSR must remain calm and focused under pressure, ensuring clear communication and efficient problem solving.

In addition to collections, the CSR handles a variety of administrative support tasks and responds to customer inquiries via phone, email, and in person. This role requires excellent communication skills and the ability to assist customers in a professional and courteous manner within a moderately active, consumer-owned electric utility.

Essential Duties and Responsibilities:

- Provide assistance to customers in person, by telephone and internet. Assistance to customers in establishing new utility accounts; processing transfer of ownership on existing accounts; payments by check, cash or credit card; setting up bank drafts and recurring payments; and updating customer account information.
- Receive and process customer payments by walk-in, telephone, internet and U.S. mail.
- Monitor postage, process outgoing mail and distribute incoming mail.
- Adherence to the Fair Debt Collection Practices Act and MPUC regulations.
- Liaison for customer assistance programs such as LIAP and LIHEAP.
- Make outbound collection calls in a professional manner while improving customer relationships.
- Mail and/or Email correspondence to customers to encourage payment of delinquent accounts.
- Create, update and maintain customer payment arrangements, Budget Accounts, and accounts being held by the collection agency.
- Handle all disconnections in accordance with KLPD and MPUC regulations.
- Respond and resolve customer inquiries, requests, and complaints.
- Generate service orders for new service, terminations, repairs, et cetera. Once service orders are returned, enter the information received from Line Crew and close the service orders and file accordingly.
- Communicate and work closely with field staff in person and by radio; relaying information to be performed in the field and process information accordingly.
- Perform work in a detailed, accurate and efficient manner adhering to deadlines.
- The ability to multi-task and prioritize responsibilities especially during emergent situations.
- Interact effectively and tactfully with a wide variety of individuals, including customers and other department personnel.

- Perform other duties aligned with the position of Customer Service Representative – Billing Specialist as needed; provide backup during periods of staff shortages.
- May require working occasional weekends, off hours and/or extended shifts during times of emergencies.
- Perform other job duties as assigned.

Qualifications:

Education and Experience:

- High school diploma or equivalent
- Three to five years of collections, customer service and accounts receivable experience.

Skills and Competencies:

- Strong organizational, analytical, and problem-solving skills.
- The ability to work independently and adapt to disruptions in workflow.
- Ability to work under pressure
- Proficiency in Microsoft Office (Microsoft Word, Excel, Outlook).
- Ability to perform calculations such as multiplication, division and percentages.
- Strong ability to interact professionally and courteously with customers in person, over the phone and via email.
- Strong communication skills using clear, concise and effective verbal and written communication with customers, colleagues and field staff.
- Strong accuracy in processing payments, updating records, and adhering to regulatory compliance.
- Strong collaboration and teamwork skills to work effectively with field staff, supervisors and other departments to ensure smooth operations.
- Ability to manage multiple priorities, meet deadlines and remain efficient under pressure.

Working Conditions and Physical Demands:

Working Conditions:

- This position operates in a general office environment with standard office equipment, including computers, telephones, printers and filing systems.
- The work is primarily sedentary, performed at a desk in a climate-controlled setting with occasional movement throughout the office.
- The role requires frequent interaction with customers and colleagues in person, over the phone and via email, sometimes involving difficult or emotional conversations.

Physical Demands:

- Prolonged periods of sitting while working on a computer or speaking with customers.
- Frequent use of hands for typing, handling paperwork, and operating office equipment.
- Occasional standing, walking, bending and reaching to access files, supplies, or assist customers at the front desk.
- Light lifting (up to 20 pounds) may be required for handling office supplies, files or mail.
- Ability to focus and maintain attention for extended periods while handling detailed tasks, data entry and problem resolution.

Kennebunk Light and Power District is committed to complying with the Americans with Disabilities Act (ADA) and other applicable laws to ensure equal employment opportunities for individuals with disabilities. We will provide reasonable accommodation to qualified individuals with disabilities to enable them to perform the essential functions of their job, unless doing so would result in an undue hardship.

Kennebunk Light and Power District is an equal opportunity employer. We are committed to fostering an inclusive and diverse workplace where all employees are treated with respect and dignity. We prohibit discrimination and harassment of any kind based on race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, genetic information, or any other characteristic protected under applicable federal, state, and local laws. We encourage all qualified individuals to apply and join our team.