

Business Assistant

Ashburnham Municipal Light Plant (AMLPL) provides electric service to over 3,100 customers. The AMLPL has advocated for low rates, high reliability, and great customer service since 1908. The Business Assistant is a full-time, benefited position that will be cross trained to perform multiple functions in the office including but not limited to customer service, processing payments, utility billing, collections, accounts payable, accounts receivable, payroll, inventory, and other office functions and duties as required. The AMLPL is seeking a talented professional to join our hardworking team in a small office environment.

Responsibilities & Essential Functions

- Cross-train with Customer Service/Billing position.
- Cross-train with Accountant position.
- Interact with customers both by phone and in person to respond to customer questions and concerns.
- Process customer payments by entering payments and downloading electronic payment data and importing to the billing system.
- Generate and/or review documentation necessary to make all customer account changes and forward documentation to appropriate staff members for action if necessary.
- Inform customers about available programs including home energy audits, rebates, and financial assistance resources.
- Enter and track work orders through completion.
- Develop complete working knowledge of Northern Data Systems (NDS) billing and accounting system.
- Cross-train to perform utility billing. Upload electronic meter reading data and import it to NDS. Process billing information and verify data by thoroughly checking to determine if improper data entry may result in inaccurate billing.
- Assist with monthly close for utility billing.
- Assist with processing shut-off letters and work with Customer Service/Billing representative on collections process including terminations when necessary.
- Cross-train to perform accounts payable, accounts receivable, inventory maintenance, payroll, and monthly, quarterly, and year-end accounting close functions.
- Data entry.
- Assist the General Manager.
- Attend appropriate meetings and trainings. May represent department at various public power agencies, organizations, and associations.
- Perform additional duties as required to fulfill the needs of the department.

Skills / Experience / Training - Required:

Must possess good judgment, have initiative, a positive attitude and be dependable. Must have exceptional customer service skills.

- Minimum of three (3) years of administrative experience.
- Associate degree in business, accounting, or related field or equivalent combination of experience and education required (bachelor's degree preferred).
- Must be organized, have a professional demeanor, and exercise appropriate discretion regarding confidential matters.
- Must have solid communication skills, and strong critical and analytical thinking skills.
- Must be creative and flexible, able to work under pressure, prioritize tasks, pay attention to detail, and deal effectively with interruptions.
- Must have strong computer skills, including Microsoft Office (Word, Excel, Outlook) and other current software programs.
- Must read, write, and speak English fluently,
- Must reside within a reasonable drive time to the office.
- Can be available outside of normal business hours to respond to emergency situations.
- Must pass initial and recurring Criminal Offender Record Information (CORI) and background checks.

Hours: Monday - Friday, 7:30am - 4:00pm

Position Type: Hourly

Starting Salary Range: \$25.00 to \$29.81 per hour depending on qualifications (40-hour week)

Posted: July 10, 2023

Application Deadline: Posted Until Filled

Resumes accepted until the position is filled with preliminary review of resumes occurring Thursday, **July 20th at 8:00am**. Interested parties should forward a cover letter and resume via email to:

Brooke Czasnowski, General Manager

Ashburnham Municipal Light Plant

bczasnowski@amlp.org

(no phone calls please)

AMLP is an Equal Opportunity Employer, drug free, smoke free workplace, and complies with ADA regulations as applicable.