

Customer Service Representative (Stanley)

Mountrail-Williams Electric Cooperative

Mountrail-Williams Electric Cooperative is now accepting applications for a Customer Service Representative in its Stanley office. If you are interested in this position, please contact Erin Zurich at erinz@mwec.com no later than Friday, February 17.

1 JOB OBJECTIVE:

To provide MWEC members with quality and efficient service in a wide range of areas including new services, making changes to existing services and answering questions on any of the wide variety of services offered by the Cooperative. The successful candidate will interact with members/owners regarding their accounts, problems and requests for electrical services and pass the summarized information along to the MWEC Operations Department. The successful candidate will be responsible for collecting the necessary information in a clear and concise manner as well as coordinating a time for the consumer to meet with the Operations Department to finalize the request. The successful candidate will also coordinate internal and external communications as needed.

2 QUALIFICATIONS:

High school diploma or equivalent required. A college degree in Business Administration, Marketing or a related field is a plus. The applicant selected for this position will be required to live in close proximity to Stanley, North Dakota.

3 DUTIES AND ESSENTIAL RESPONSIBILITIES:

- (a) Secure, research, and assemble all pertinent data for new services, process moves, disconnects, and reconnects and maintains customer files on an ongoing basis to ensure that the customer information is accurate.
- (b) Interact with members/owners regarding their accounts, problems and requests for electrical services and passes the summarized information along to the MWEC Operations Department.
- (c) Collect the necessary information in a clear and concise manner as well as coordinate a time for the consumer to meet with the Operations Department to finalize the request.
- (d) Coordinate employee newsletter.
- (e) Update internal employee directory as needed.
- (f) Update intranet and external website as needed.
- (g) Administer communication of planned and unplanned outages to consumers through news releases, external website, Facebook and Twitter.
- (h) Administer external communications through North Dakota Living magazine, Co-op Communicator, Facebook and Twitter.
- (i) Perform any other duties assigned in order to fulfill the objective of the cooperative.

4 BUSINESS AND RELATIONSHIPS:

This position has contact with office personnel, consumers, job applicants and the general public.

5. PHYSICAL REQUIREMENTS

Customer Service Representative (Stanley)

Mountrail-Williams Electric Cooperative

This position requires continuous sitting, frequent lifting of ten pounds or less, reaching below shoulder level and use of keyboard/computer. This position also includes occasional standing, walking, bending, climbing stairs, kneeling, lifting up to 25 pounds and reaching above shoulder level. Other demands include finger dexterity, good hearing, color vision, the ability to perform close work and the ability to speak. The applicant selected for this position must be able to read, write and perform basic arithmetic, weigh and measure a postage meter, coordinate the use of conference rooms and be able to work under pressure. Office equipment operated by the applicant selected will include a telephone switchboard, office automation equipment, computer terminal, typewriter, postage meter, calculator, two-way radio and photocopier.

6. DISCLAIMER:

- (a) This job description is not intended to be all-inclusive; an employee will also perform other reasonably related job responsibilities as assigned by immediate supervisor and other management as required.
- (b) MWEC 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. Management reserves the right to change job descriptions, job duties, or working schedules bases on their duty to accommodate individuals with disabilities.