



POSITION VACANCY NOTICE

Big Country Electric Cooperative is looking for a Member Services Representative to serve as a receptionist and handle general account inquiries, payments, and service requests in a collaborative work environment. This position is an essential part of the member services team. The ideal candidate for this position has a high level of integrity, is detailed and customer service oriented, with a warm and welcoming personality. Willing to take initiative and exercise good judgement, the ideal candidate should be intuitive and possess good problem-solving and analytical skills.

About Us: We offer competitive salaries, comprehensive benefits, career growth, tailored training, and a supportive, team-focused environment.

Position Open: Member Services Representative

Job Details: We are hiring for two non-exempt positions, one at our Snyder location and one at our Stamford location. These roles offer a pay range of \$25.00 – \$35.88 per hour, based on experience, and report to the Member Services Manager.

About the Role: Maintains and responds to inquiries related to member accounts, service, billings, rates, deposits, payment extensions, and other related matters. Acts as a receptionist, assisting members and the public via phone and in person. Documents member communication, generates and completes service orders, sets up deferred payments, and provides information on financial assistance. Collects member payments, balances accounts receivable, and prepares bank deposits. Processes adjustments to member accounts and maintains audit documentation. Maintains reports of accounts receivable balances and coordinates collections for delinquent accounts. Checks billing reports for accuracy and high/low usage patterns. Calculates consumer bills based on approved tariffs.

Skills and Abilities: **Skills** required are typing, use of standard office machines and Microsoft Office applications, and standard accounting knowledge. May require occasional extended hours during power outage circumstances. Role requires maintaining positive member relations, competency in office management, passing initial and random drug/alcohol screenings, and reliable transportation.

How to Apply: Visit our website for a detailed job description. Apply online at www.bigcountry.coop (attaching your resume and a cover letter to the application).

Application Deadline: Friday, May 23, 2025, at 5:00 pm.