



Member Service Representative

The objective of this position is to help assure continuous improvement in member satisfaction by providing advice, assistance and information to all rate classes with regard to energy use, energy delivery systems, energy and non-energy programs and overall cooperative operations including on-site visits and presentations to various public industry organizations.

Education, Skills and Requirements:

- High School diploma or equivalent with an Associate's degree preferred.
- Specialized training in electrical, mechanical, or customer relations preferred.
- Minimum of 3-5 years of customer service experience preferred
- Must have good computer skills in spreadsheets, word processing and presentation software.
- Must have excellent communication skills
- Possess a valid driver's license

See full job description on our website

Crow Wing Power is a member owned electric distribution cooperative which serves more than 37,000 members in a three county region, in the central Minnesota lakes area. We are a progressive, diversified utility located in beautiful Brainerd, Minnesota.

We offer an excellent benefits package and competitive salary.

Medical exam, drug test, and background checks will be processed upon offer of employment

Please send application and/or resume by April 28, 2017 to:

Crow Wing Power
Debra Frank, Human Resources
PO Box 507 Brainerd, MN 56401
frank@cwpower.com Fax: 218-825-2697

This institution is an equal opportunity provider and employer.



Position Description

Job Title: Member Service Representative

Position/FLSA Status: Full-time/Non-Exempt
Department: Member Service
Reports to: Manager of Member Service
Location: 17330 State Highway 371 Brainerd MN 56401
Date Issued: January 2017
Date Revised: January 2017

Summary: The objective of this position is to help assure continuous improvement in member satisfaction by providing advice, assistance and information to all rate classes with regard to energy use, energy delivery systems, energy and non-energy programs and overall cooperative operations, including on-site visits and presentations to various public and industry organizations.

Responsibilities:

Member Services:

- Assist residential and commercial members with advice on energy use and use patterns including, but not limited to, heating and cooling systems, motors, lighting and capacitors, whether in terms of billing concerns or for improvement in energy efficiency
- Analyze members' energy needs in order to accurately size transformers and service wire, determine metering needs, appropriate delivery voltages, and billing schedules
- Work with residential and commercial members, electrical contractors and the cooperative's operations and engineering personnel to coordinate upgrades of services based on the member's electrical demand or safety needs
- Resolve service problems, including but not limited to power quality issues, by clarifying the member's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting corrections or adjustments where necessary, and following up to ensure resolution, and communicating results
- Serve as the initial point of contact and project facilitator for members who are installing distributed generation and/or renewable energy systems at their homes or businesses. This will include helping to educate members about renewable energy options, costs, benefits, etc.
- Create service orders for member's and relay to the correct department
- Processes rebates for members
- Input members' service orders or requests into iVUE or load management database
- Inform related department/personnel of any unique or unordinary work that customer service has scheduled
- Advises members regarding energy usage and conservation by performing energy audits
- Use negotiation skills and salesmanship to communicate with difficult problems or members
- Manage rebates including marketing and reporting
- Coordinate low income programs and partner with related agencies to ensure members' qualify for assistance
- Partner with local business/entities to support the green initiative at local parks in the community
- Other duties as assigned

Knowledge, Skills, and Abilities

- Knowledge of electric distribution systems, overall cooperative operation and principals
- Knowledge of the safety code, wiring standards, and RUS constructions specifications are preferred
- Exceptional communication and negotiation skills
- Knowledge of Microsoft Word, Excel and PowerPoint

Education/Experience Requirements

- Associates Degree preferred
- Working experience in electrical, construction or related field preferred
- Customer service experienced is preferred
- Cooperative experience is preferred

Basic Requirements

- Hold a valid driver's license in the state of Minnesota
- Take initiative of projects and hold one's self accountable for workload with minimal supervision
- Deal with stresses related to work events
- Be able to be on a rotating on-call schedule that requires nights and weekends
- Basic mathematical reasoning and cost/benefit analysis skills

Physical Requirements

- Withstand sitting for long periods of time while looking at a computer screen
- Occasional bending, reaching, and light lifting
- Requires some travel throughout the Cooperative's territory that are subject to environmental conditions. The ability to withstand those conditions is required