

# Job Posting

## Full-Time Dispatcher/MSR

Central New Mexico Electric Cooperative is hiring a Full-Time Dispatcher/Member Service Representative. We require a flexible work schedule with the availability to work days, nights, weekends and holidays. Candidate must be willing and able to work in both the Moriarty and Mountainair offices as needed. Must live within 35 miles of the Moriarty office for on-call support.

### PRINCIPAL ACCOUNTABILITIES AND RESPONSIBILITIES:

- Greets walk-ins entering business offices and resolves billing and service problems and complaints.
- Receives member payments for utility bills and issues receipts as required.
- Enters data to set up and maintain members' accounts.
- Coordinates disconnects and hand deliver notice payments in an efficient and timely manner.
- Coordinates reconnect, transfer and disconnect service requests.
- Answers and directs incoming calls and creates miscellaneous service orders as needed.
- Maintains confidentiality of customer records.
- Responsible for answering all outage calls.
- Document and report all outages for cooperatives in Dispatch Outage Assistance Program and acts as dispatcher for all cooperatives enrolled in program.
- Communicates all outages to linemen.
- Data entry and processing is required.
- Receives mail payments and posts payments to accounts.
- Must be constantly aware of confidentiality of information handled as dispatcher and MSR and be certain that it is kept confidential.
- Prepares cut-off service orders.
- Prepares and distributes hand deliver lists and notices.
- Other duties may be assigned as needed.

### A successful candidate will have:

Proficiency in operating a personal computer using Microsoft Windows and Microsoft Office Suite applications to include Outlook, Excel, Word and Access; a high school diploma or GED; two (2) years customer service experience; will represent themselves in a professional manner; reliable transportation and flexibility to work nights, holidays and weekends, when needed; and must live within 35 miles of the Moriarty office for on-call support.

*\*This position will cover both MSR and Dispatch functions so please review both job descriptions to view full details regarding job responsibilities.*

This is a full-time, 40 hours per week position, with occasional overtime requirements. The schedule will fluctuate to meet the changing needs of the cooperative. This position is eligible for company-sponsored benefits.

Please send a cover letter and resume to Suzy Edmonds at [suzy.edmonds@cnmec.org](mailto:suzy.edmonds@cnmec.org) or mail to PO Box 669, Moriarty, NM 87035.

**Central New Mexico Electric Cooperative is an Equal Opportunity Employer**