

Job Posting

Member Service Representative

Central New Mexico Electric Cooperative is hiring for a full-time Member Service Representative (MSR) in our Mountainair Office.

Essential Duties 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.
- Processes miscellaneous payment types as needed (i.e. engineering fees, employee, miscellaneous receivables, etc.).
- Enters data to setup and maintain members' accounts.
- Coordinates Disconnect for Non-Pay and Hand Deliver Notice payments and communicates such information to dispatch and metering in an efficient and timely manner.
- Coordinates reconnect, transfer and disconnect service requests in an efficient and timely manner.
- Creates miscellaneous service orders as needed.
- Answers and directs incoming calls.
- Balances cash register drawers at the end of each day.
- Maintains confidentiality of customer records.
- Performs other miscellaneous job duties as assigned.

A successful candidate will have:

Proficiency in operating a personal computer using Microsoft Windows and Microsoft Office Suite applications including Outlook, Excel, and Word. A basic knowledge of electricity and ability to learn how to operate a cash register. A professional demeanor and ability to deal with diverse groups of people and a proven record of excellent customer service. A high school diploma or GED is required plus two (2) years of customer service experience preferred.

Please send cover letter and resume to Suzy Edmonds at suzy.edmonds@cnmec.org or to PO Box 669, Moriarty, NM 87035. Resumes will be accepted until the position is filled.

Central New Mexico Electric Cooperative is an Equal Opportunity Employer