

# Job Posting

## Manager of Member Services and Communications

CNMEC has an opening for a qualified Manager of Member Services and Communications to join our organization. CNMEC offers competitive wages and an excellent benefits package. CNMEC pays 100% of the premium costs for medical/dental/vision for employee coverage; company paid life insurance and LTD benefits, a generous paid time off program, as well as a 401(k) retirement plan with company match. This position will have a high focus on customer service and communications for the Cooperative.

**Location:** Moriarty, NM

### **Job Summary:**

To efficiently and effectively assist the Management of Central New Mexico Electric Cooperative, Inc. (CNMEC) by researching, planning, developing, and implementing the programs and procedures necessary to provide high quality customer service and communications. This position will effectively communicate with social media platforms and participate in broadcasting interviews. The position must ensure compliance with federal, state and local requirements pertinent to member services. This person will work directly with the Public Regulation Commission (PRC) to make sure that CNMEC is abiding by all the PRC Rules and Regulations. The individual filling this position must realize how his/her interaction with multiple CNMEC departments and external agencies affects the "big picture" to enable the Cooperative to provide the membership with exceptional customer service. This position is responsible for the Marketing/Communication department, all public relations, member relations, and economic development. This individual must reside within the CNMEC service territory.

### **Minimum Qualifications:**

#### **EDUCATION AND EXPERIENCE:**

Master's degree in communication is preferred. Bachelor's degree in business or public administration, communication, journalism, marketing, or related discipline plus ten years of increasingly responsible management/supervisory experience or a combination of education and experience providing equivalent knowledge.

Five years of successful customer/member service experience and applicable experience in marketing, communications and membership positions, including a solid commitment and track record of exemplary member/customer service. Exceptional people skills, communication skills and leadership in setting a strong culture of high-quality customer service. Experience in public communications when dealing with social media and broadcasted interviews from news media and other affiliated informational business approved entities. Background in electric cooperatives or the utility industry is preferred. Need high-level written and oral communication skills to interact with the Board, members, personnel, and business associates. Proficiency in operating a personal computer using Microsoft Windows and Microsoft Office Suite applications to include Outlook, Excel and Word.

Please review the full job description for more detailed information and specific requirements.

**To Apply:** Send resumes with a letter of interest to Suzy Edmonds at [suzy.edmonds@cnmec.org](mailto:suzy.edmonds@cnmec.org) or PO Box 669, Moriarty, NM 87035.

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