Position Description

Position Title: Member Service Representative & Energy Management Consultant

Position/FLSA Status: Full-time/Non-Exempt
Department: Member Service
Reports to: Manager of Member Service
Pay Grade: 107
Location: 17330 State Highway 371 Brainerd MN 56401
Date Issued: January 2017
Date Revised: January 2025

Position Purpose

Member Service Representatives' primary role is to facilitate the installation of electric services, evaluate electric usage and to promote energy and non-energy programs with members and contractors in a professional manner. This involves a large variety of duties and tasks to ensure the members' needs and satisfaction are met or exceeded. This position requires a strong technical knowledge to educate and consult with members on commercial or residential energy conservation, construction, and program offerings. Knowledge of electrical equipment and home wiring is essential. Excellent written and oral communication is required, along with the ability to explain programs and processes to ensure member satisfaction.

Responsibilities

- Facilitate requests for new electric services, service upgrades and service relocation. Provide as the primary point of contact between the Cooperative and member throughout the process. This includes all coordination, computer entry, documentation, collection of fees and completing and notarizing Right-of-way easements. Work with contractors and other cooperative personnel to coordinate new services and upgrades based on members' needs. Determine transformer sizing, metering, and appropriate voltage delivery.
- Provide a quote and lead times for new service, upgrades, or relocation requests after site inspection by a Staking Engineer.
- Provide knowledge and skill to work with landowners to acquire appropriate easements for placement of cooperative facilities. This includes completing and executing legal documents.
- Work with other utilities on a variety of projects such as pole attachments, joint trenching, and wiring hazards.
- Perform analysis of energy usage and for improvement in energy efficiency for heating, cooling, water heating, motors, lighting, and appliances.
- Educate new occupants for existing homes or businesses about any load management or cooperative services that already exist and specific to their location.
- Perform on-site energy evaluations, including use of an infrared camera and other tools to measure or calculate energy usage/loss.

- Must possess knowledge of HVAC including boilers, storage heating, in floor heat and heat pumps.
- Ability to troubleshoot electric water heater issues by understanding how water heaters work and how parts function. Knowledgeable in different types of water heaters such as instantaneous and heat pump water heaters.
- Promote, educate, and enroll members in Load Management Programs. Must be knowledgeable about each program and its requirements.
- Assist members and electrical contractors to select the appropriate metering, disconnect and load management control equipment, including meter bases, water heaters and other components.
- Sell items such as water heaters, meter bases, and load management equipment needed to meet cooperative program requirements.
- Facilitate resolving service issues or concerns by determining the cause of the problem, selecting, and explaining the best solution to solve the problem and expediting corrections or adjustments where necessary.
- Provide information regarding installation of renewables such as solar, electric vehicle charging and other programs or offerings from the Cooperative.
- Process incentive rebates for members.
- Facilitate member requests by creating appropriate service orders for new services, upgrades, meter reseals, load management service requests, security light repairs etc. into the correct software or database.
- Work with other departments/personnel to facilitate the needs of the member or their contractor.
- Work as a team member to provide continuous service by advancing projects/requests forward to meet the desired outcome, regardless of who initiated the project/request.
- Use appropriate verbal and written skills to communicate with difficult members.
- Represent the Cooperative at community or professional functions or by working a cooperative sponsored booth or table.
- Respond to member service-related questions or requests received through the CWP website.
- Make database updates reflecting changes in equipment or load management program information that is site specific.
- Assist irrigation accounts seasonally with changes to interruptible program participation.
- Serve as a broad knowledge base for member questions and know who to connect if additional information or support is needed to address questions or concerns.
- Participate in a rotating work schedule and answer a dedicated key account outage phone 24/7 to provide outage communication and assistance outside of normal business hours.
- Other duties as assigned.

Knowledge, Skills, and Abilities

- Knowledge of electric distribution systems, overall cooperative operation and principals preferred.
- Knowledge of electrical or mechanical systems preferred.
- Exceptional verbal and written communication skills
- Knowledge of Microsoft Word, Excel, and ability to learn utility specific software programs

Education/Experience Requirements

- Associate's degree preferred.
- Working experience in electrical, mechanical, construction or related field preferred
- Energy Auditing or energy efficiency evaluation experience preferred.
- Must have customer service experience.
- Cooperative experience is preferred.
- Notary Public or ability to gain Notary Public Commission

Basic Requirements

- Hold a valid driver's license in the state of Minnesota.
- Take initiative for projects and hold ones-self accountable for workload with minimal supervision.
- Tolerate stress that may result from working in this position.
- Be able to be on a rotating on-call schedule that requires nights and weekends.
- Mathematical reasoning and cost/benefit analysis skills

Physical Requirements

- Withstand sitting for extended periods of time while looking at a computer screen.
- Occasional bending, reaching, and light to medium lifting.
- Requires some travel throughout the Cooperative's service territory.
- Ability to speak on the phone for extended periods of time while providing personalized service.