November 12, 2026

Member Service Representative & Energy Management Consultant
Crow Wing Power | Brainerd, MN | Full-Time

Crow Wing Power is looking for a Member Service Representative & Energy Management Consultant to join our Member Service team. This is a unique opportunity to combine customer service, technical knowledge, and problem-solving while helping our members make the most of their electric service. In this role, you'll work directly with members, homeowners, businesses, and electrical contractors to coordinate new electric services, answer questions, troubleshoot concerns, and share information about energy-saving programs and services.

What You'll Do

- Serve as a primary point of contact for members requesting new electric services, service upgrades, or relocations.
- Work with members, contractors, and other departments to coordinate electric service projects from start to finish.
- Help members understand their energy use and identify opportunities to improve energy efficiency.
- Educate members about load management programs, energy-saving opportunities, and cooperative services.
- Provide information about renewable energy options, including solar and electric vehicle charging.
- Process service requests, incentive rebates, and related documentation.
- Work collaboratively with coworkers to ensure members receive helpful, timely service.
- Represent Cooperative at governmental/community events and professional organizations.

What We're Looking For

- Previous customer service experience required.
- Strong verbal and written communication skills.
- Good problem-solving and mathematical reasoning skills.
- The ability to work independently, take initiative, and stay organized.
- Comfortable using Microsoft Word, Excel, and learning new computer programs.
- A positive attitude and a willingness to learn.
- Interested in professional growth and willing to take on expanded responsibilities.

Qualifications

- Associate degree or equivalent experience in HVAC, energy conservation or distributed generation
- Experience in electrical, mechanical, or construction work preferred
- Experience with energy audits or energy efficiency evaluations preferred
- Familiarity with electric distribution systems or cooperative operations preferred

Why Join Crow Wing Power?

At Crow Wing Power, our members and the communities we serve are at the heart of what we do. We value strong relationships, integrity, teamwork, and positive attitudes. We believe in working together, supporting one another, and providing the best possible service to our members. If you're looking for a position that offers variety, opportunities to use your technical skills, and the chance to build meaningful relationships with people in your community, this can be a great fit!

CWP's benefits include medical, dental, and vision insurance, HSA, life insurance, 401k retirement plan, vacation, sick leave, short-term & long-term disability. The wage range for this position is $32 to $40. Medical exam, drug test, and background checks are required.

Please send cover letter / resume to:
Crow Wing Power, Human Resources
PO Box 507, Brainerd, MN. 56401
hr@cwpower.com
An Equal Opportunity Employer http://cwpower.com