



**Job Title:** Member Service Representative  
**Location:** Riverton, WY  
**Job Type:** Full Time  
**Salary:** \$28.42 Hourly

**Open Date:** 05/29/2025  
**Closing Date:** 06/06/2025

Applicants must complete employment application online at: [Employment Opportunities | High Plains Power](#)  
Applications submitted after 5:00pm on 6/06/2025 will not be considered.

## SUMMARY

High Plains Power is an electric cooperative owned by the members we serve. First and foremost is providing helpful and courteous assistance to our member/owners.

The Member Service Representative is often the first point of contact for all member related inquiries, providing efficient, accurate and courteous service pertaining to member-owners. This position assists with advancing member communications and community engagement.

While performing professional duties, the Member Service Representative upholds the High Plains Power Mission while reinforcing the Strategic Goals of the Cooperative

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Serves as the primary point of contact for all member related inquiries, ensuring members are guided to appropriate personnel to support members with inquiries, complaints, new accounts, etc.
- Provides education and promotion of rebates available, as well as assisting members with resources to help with energy assistance and utilization of SmartHub. Completes intake applications for various program participation.
- May research high bill concerns by utilizing tools available through existing electronic systems and sources.
- Maintains inventory of informational supplies, including marketing and program promotional materials.
- Handles pre, post and active outage management via phone, electronic communication, and document distribution.

- Responsible for connecting, disconnects, transfers, and new member set up.
- Coordinate with employees for the delivering of door hangers, and for shut off due to non-payment.
- Continuously researches best methods for communicating to members and implements these methods strategically through group collaborations.
- Participates in community outreach and educational presentations. Creates social media posts that are informative and engaging. Prepares mailers, brochures, and letters to correspond and advertise news, opportunities, and information relevant to member/owners.
- Utilizes various software applications to prepare reports, flyers, social media campaigns, and educational materials. Works with outside agencies to effectively promote the cooperative.
- Works with members to ensure contact information is accurate including, but not limited to, address changes, and other consumer information. Enters payments and data into cash register and balances receipts and cash drawer on a daily basis.
- Communicates courteously with member-owners regarding comments and complaints, effectively resolving any problems within the scope of this position and referring specific problems and inquiries to the appropriate Cooperative personnel.
- Provides prompt and accurate information to pertinent personnel regarding outages, unsafe conditions, and possible problems to help ensure power is restored in a timely manner.
- Provides prompt and accurate information to the pertinent departments regarding connects, disconnects, service orders, and meter issues.
- Actively promotes the efficient use of electricity and all products and services to member-owners. Implements and conducts programs and services that promote member service and enhances the image of the cooperative to its members and the general public.
- Participates in members events, educational activities and safety demonstrations. Attends and helps facilitate cooperative outreach and regulatory meetings.
- Participates in programs for job skill and professional development. Attends all safety meetings pertinent to is position.
- NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position.

## **MINIMUM QUALIFICATIONS**

High school diploma or equivalent; three months related experience and/or training; or equivalent combination of education and experience. Preference may be given to candidates with experience in communications, marketing, and photography.

Must be a current notary public or become one within 60 days of hire and maintain throughout employment.

## **WORKING CONDITIONS**

Sedentary work requiring exertion of up to 10 pounds of force occasionally and/or a negligible amount of force frequently. Occasionally required to move objects generally weighing 10 pounds or less. Job requires being in a stationary position most of the time. Requires repetitive motions such as dialing and keyboarding. Must be able to use office equipment such as a copier, computer and printer. Must recognize, avoid, and communicate safety hazards to others. Normally have regular hours of work with irregular volume of activity. Some overtime may be required.

## **NOTES:**

- FSLA: Non-Exempt
- High Plains Power is an Equal Opportunity Employer and acts in accordance with ADA, reasonably accommodating qualified applicants with disabilities.
- Eligible applicants meeting the minimum qualifications will be notified only if offered an interview. Transcripts of relevant coursework, degrees, and/or vocational or technical education will be required upon interview.
- Successful applicants must pass a background/reference check, medical assessment, and drug test before hire.
- All employees must register with driver risk management and consent to continuous motor vehicle record monitoring.
- High Plains Power is a drug-free workplace. All employees are subject to drug testing while employed.
- High Plains Power offers a competitive benefits package including medical, vision, dental, life insurance, and long-term disability; 401k Pension Plan, Retirement Security Plan, paid holidays, PTO, and tuition reimbursement program.