



Job Title: Member Services Lead
Location: Riverton, WY
Job Type: Full Time
Salary: \$35.19/Hourly

Open Date: 10/06/2025
Close Date: 10/10/2025

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 Lead directs and supervises reporting personnel in such a manner that promotes a safe working environment, efficient operation of the Cooperative, productive employees and satisfied member-owners. This position ensures Member Service Representatives provide efficient, accurate and courteous service to the membership and the community. The Member Service Lead will assist with the advancement of member communications and community engagement.

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

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides guidance and direction for Member Service Representatives in situations which are complex, out of the ordinary and/or without precedent. Personally handles the member-owner service issues of the most complex and sensitive nature and makes independent decisions to bring satisfactory resolve.
- Manages the dispatch of employees to trouble calls and oversees radio communications for the Member Service Department, during regular hours of operation.
- Coaches and counsels, department employees on performance and personnel issues to improve productivity and employee morale. Continually looks for improvements and developments in procedures, practices, methods and equipment that will improve productivity, safety, employee morale and member service.
- Serves as point of contact when Member Service Representatives cannot resolve member related inquiries, ensuring members are guided to appropriate personnel to support members with inquiries, complaints, requested community engagement and participation, etc.
- Ensures educational and promotional materials are sufficiently maintained to encourage member and community participation in electrical safety, available rebates, and resources to aid members with energy assistance programs.

- Oversees and manages the pre, post and active outage management programs through phone, electronic communications, and necessary documentation distribution.
- Actively participates and schedules community outreach and educational presentations, including safety demonstrations. Ensures the Member Services Department creates informative and engaging social media posts. At the direction of the Office & Purchasing Manager, delegates the preparation of mailers, brochures, and letters to correspond and advertise news, opportunities, and information relevant to member/owners and the community.
- Provides instruction and training to employees on the utilization of software applications to prepare social media campaigns, flyers, and educational materials.
- Assists with designing and executing new marketing campaigns and demonstration events or educational outreach programs. Ability to speak to groups about careers, electrical safety, etc.
- Sets up new member-owner accounts and service, processes accounts receivable revenue and adjustments.
- 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.
- Reviews list of potential disconnects to determine the appropriate action within the scope of policy and present rules and regulations, so the cooperative is paid in a timely manner.
- 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.

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position.

ORGANIZATIONAL RESPONSIBILITIES

- Abides by and supports Cooperative Principles.
- Follows established safety procedures and protocols.
- Applies high ethical standards, such as honesty, responsibility, and trustworthiness, at all times.
- Demonstrates a high level of initiative, effort, attention to detail, and commitment by completing assignments in a timely and effective manner.
- Provides friendly, respectful, prompt customer service at all times.
- Facilitates cooperation, trust, and teamwork with coworkers, supervisors, and other employees throughout the organization.
- Abides by and enforces organizational policies and procedures with minimal supervision, and complies with all applicable local, state and federal regulations as they relate to each job.
- Participates in programs for improvement of job knowledge and skill.
- Helps keep offices, facilities, and fleet clean and orderly.
- Attends and participates in safety meetings, and other meetings pertinent to this position.

MINIMUM QUALIFICATIONS

High school diploma or equivalent with 3-5 years of experience in member related services, community engagement, utility knowledge, and/or general office procedures OR equivalent combination of education and experience. Managing/supervising experience preferred. Preference may be given to candidates with background in utilities.

Must have a valid driver's license; must keep current and valid throughout employment.

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. Inquiries regarding application status will not be returned as candidates offered an interview will be contacted. 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.