

Job Description

Wyrulec Company is an electric distribution cooperative located in Torrington, Wyoming. We currently have an opportunity for a Customer Service & Administrative Clerk to join our team. This position works under the direct supervision of the Wyrulec Office Manager, and is responsible for the administration of the Customer Service function for the Cooperative. This is a full-time, non-exempt, hourly position.

Duties and Responsibilities:

- Understand and follow all Cooperative policies, and maintain an attitude that will promote harmony and goodwill among fellow employees, members, customers, and the public.
- Perform duties related to daily opening and closing the office.
- Maintain communication with Operations crew via two-way radio base unit.
- Answer incoming telephone calls, receive and direct visitors, and work directly with customers in person and electronically on an ongoing basis.
- Respond promptly to customer needs, including handling complaints and reporting them to the Office Manager.
- Develop and maintain member relationships.
- Manage all incoming member applications and other requests, and any paperwork that may be required during such processes.
- Update accounts to reflect the most current member information.
- Responsible for collecting payments, and processing and reconciling all payments received for electric service and other accounts receivable balances.
- Required to process cash payments, count back change, issue receipts, and prepare daily deposits. Cash drawer is balanced daily.
- Process call lists for member notifications.
- Submit disconnects for nonpayment for approval by management, and assist with payment arrangements.
- Verify changes for service locations.
- Serve as office liaison to Operations staff for construction request updates, outages, dig tickets, job logs, and daily items as needed.
- Required to use internal mapping system, including understanding legal descriptions, use metering system, and fleet management software.
- Required to file records in a neat and organized manner.
- Required to understand and be able to calculate all current rate schedules, contracts, and deposits.
- Required to maintain confidentiality.
- Must adhere to safety rules and practices.
- May be expected to work extra hours if needed, as in times of major power outages.
- Required to pass a pre-employment drug screen, and will be required to follow the Cooperative's drug and alcohol policy.

Essential Job Functions and Requirements:

- Must be able to remain in a stationary position up to 50% of the work day.

- Frequent operation of keyboards, computers, printers, telephones, cell phones, and other office equipment.
- Must have effective communication skills.
- Must be able to lift 50 pounds to a height of 3 to 4 feet and carry it a distance of 10 feet.
- Must be able to operate a motor vehicle.
- Must be able to prepare, analyze, and explain financial and other records under sometimes stressful circumstances with significant deadlines.

Education and/or Experience:

- High School Diploma or GED
- Minimum of 2 years customer service and/or clerical experience is preferred.
- Must be proficient in computer operations including Windows 10, Microsoft Outlook, Microsoft Office, and Internet access.

Other specific skills required:

- Must have the ability to communicate effectively and professionally in person, by telephone, electronically, and in writing.
- Must have the ability to read and interpret documents.
- Will be required to read maps and understand legal descriptions.
- Must have the ability to add, subtract, multiply, and divide, when using whole numbers, common fractions, and decimals, and calculate simple interest.
- Must have the ability to apply common sense and understanding to carry out instructions furnished in written, oral, or diagram form.
- Must be able to apply special attention to detail, organization, phone etiquette, and time management.