

## **Member Service Representative**

*Location: Grundy Center, IA*

*Full-time/ Part Time: Up to 40-hours per week*

*Schedule: Flexible Work Hours*

*Salary: Commensurate with qualifications & experience; to be discussed with applicant*

### ***Duties & Responsibilities***

Applying knowledge, and experience, the Member Service Representative's responsibilities would include:

- Electric Service Billing (Monthly Basis)
- Miscellaneous Receivables Billing (Monthly Basis)
- Payment Processing
- Member relations, assisting members with inquiries and support
- Support Energy Advisor with metering system
- Dispatches service work or outages
- Performs additional tasks as needed

### ***Experience & Expertise***

#### *Preferred Education & Experience*

- Two-year degree in accounting or equivalent work experience
- Proficiency in computer skills and general office equipment
- Strong customer service skills
- Strong team player

*Please note: The above statements are not an exhaustive list of all required responsibilities, duties, and skills for this position.*

### ***Benefits***

GCREC provides its full-time employees with a comprehensive benefits package which includes: pension, & 401k with co-op match health, co-op HSA contributions, dental, vision, life, AD&D, short & long-term disability, sick leave, vacation, holiday pay

### ***Next Steps***

Ready to join the GCREC family? We'd love to hear from you! For more information or to request the formal job description and/or application, email Allyson Miller at [amiller@grundycountyrecia.org](mailto:amiller@grundycountyrecia.org). All applicants who receive a conditional offer of employment may be required to take and pass a pre-employment drug test & background check.

The deadline to apply is **May 1, 2024**. Your application must include a cover letter, resume, and three professional references.

### ***About GCREC***

GCREC is a rural electric distribution cooperative located in the rural community of Grundy Center, IA. Our mission is to provide our members with safe, reliable and affordable electric service; using the seven cooperative principles to guide us. We have 12 employees who work together to provide electric service to approximately 1,800 members across 918 miles of line, encompassing parts of six counties. If you ask a GCREC employee why they like working here, they'll tell you it's the people they work with, working for the members and not a large corporation, and the strong benefit package! We are proud of our family like, team-oriented culture.

What sets our rural community apart? Our nearly 3,000 residents follow the motto of "living the good life" to its fullest. With safe streets, top ranking schools and athletic programs, clean and updated city parks, delicious restaurants, and local grocery and boutique stores, Grundy Center has a lot to offer! Whether you are looking to golf or swim, watch a movie or go to a museum, or enjoy shopping or a good meal, you can find it here.

*GCREC is a proud equal opportunity employer. We celebrate diversity and are committed to creating an inclusive workplace.*