



## Internal/External Job Posting

<b>Job Title:</b> MSR/Account Coordinator	<b>Posting Time Frame:</b> November 13, 2024 until filled
<b>Reports To:</b> Member Services Manager	

The following position will be posted internally and externally until filled. If you are interested or have questions, please contact Carol Macy at 307-365-6065. Applications and Resumes should be submitted through our website at [www.highwest.coop](http://www.highwest.coop) This position is based in Pine Bluffs, WY.

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### POSITION SUMMARY:

Responsible for professionally and promptly processing member payments, transfers, collections, and disconnects. Provides backup to the cashier by greeting members and visitors of the cooperative. Sends out the Membership Applications and Service Location Agreements generated by the Engineering Department. Generates all non-electric bills and invoices.

### ESSENTIAL DUTIES AND TASKS:

1. Exudes our core values: Friendly, Innovative, Integrity, and Hardworking.
2. Communicates High West Energy's mission, goals, and strategies while serving the cooperative.
3. Exhibits excellent member service externally with members/customers and internally with High West Energy employees (cooperation, timely paperwork, etc.).
4. Assists in maintaining the security of High West Energy's assets and data from hazards, including physical and cyber.
5. Greet cooperative members and the public, answer the cooperative's telephone calls, and help distribute them to the appropriate department or employee.
6. Provides information to members searching for information on any products, programs, or services we offer at High West Energy.
7. Secure, research, and assemble all pertinent data to process moves, disconnections, and reconnections. Continuously maintain member files to ensure member information is accurate and members are billed correctly.
8. Plays an essential part in the workflow process by starting service orders and sending members required documentation.
9. Responsible for processing the meter connect when the workflow designates a ready status.
10. Processes accounts receivable-electric revenue and kWh adjustments, sends revised bills, and makes budget billing adjustments to member accounts to ensure the member is billed correctly and the cooperative's accounts receivables are correct.

11. Monitors accounts to ensure the members are billed correctly and promptly.
12. Prepares and maintains invoices for services other than electrical. This includes net metering fees and other products and services not billed through the electric bill. Balances the miscellaneous receivable accounts monthly.
13. Runs the weekly penalty process for miscellaneous receivables.
14. Processes high loads entering High West Energy's service territory and prepares the associated invoice.
15. Perform the Cashier functions of the position by handling the payments received and maintaining the cashbook and cash drawer.
16. Serves as backup for the monthly autopay program when the MSR/Receptionist/Cashier is absent.
17. In the event of an outage, ensure outage calls and information are top priority, verify the information is posted accurately, and ensure the member has all the current information High West Energy has.
18. Maintain the working area in a neat and organized manner.
19. Processes all Energy-Efficient Rebates monthly. Submits forms with proper documentation. Creates letters to be sent out with the rebate payments to members. Reports approved rebates to supervisor monthly.
20. Assists in processing invoices and performs account reconciliations as needed.
21. Perform other duties as assigned.

### **WORKING/ENVIRONMENTAL CONDITIONS:**

Administrative Indoor Environment: Employees perform tasks mainly sitting or standing at a desk but, on occasion, outdoors, covering the entire building and grounds.

Operational Outdoor Environment: Employees perform both indoor and outdoor tasks. Indoors, work typically involves office tasks, such as sitting or standing at a desk or table. Outdoors, employees may face extreme weather conditions, noise exposure, vibrations, electrical shock risks, emergency climbing, and exposure to machinery and moving parts. This position requires operating a company passenger vehicle and maintaining a valid driver's license.

To maintain a safe working environment, each High West Energy employee shall:

- Adhere to the High West Energy Safety Manual and abide by the rules adopted by the Cooperative and applicable governmental regulations.
- Attend and participate in High West Energy's Safety Meetings as assigned.
- Comply with all National Electrical Safety Code (NESC), Occupational Safety and Health Administration (OSHA), Department of Transportation (DOT), Public Service Commission (PSC), and Federal Motor Carrier Safety Administration (FMCSA) regulations.

- Take responsibility for their safe work practices and the safety of others.

**PHYSICAL REQUIREMENTS (IF ANY):**

Intermittent standing, stooping, bending, walking, and lifting. Ability to lift 25 pounds unassisted. Lifting objects over 25 pounds assisted may be required. Reasonable accommodations may be made to those who can perform the job's essential duties, as defined under this description's "Essential Duties and Tasks" section.

**SPECIALIZED SKILLS, ABILITIES, AND KNOWLEDGE:**

- Successful performance on pre-employment tests may be required.
- The incumbent must pass any required drug tests, alcohol tests, new hire physical examination, and background checks.
- The incumbent must maintain the confidentiality of any information encountered.
- Excellent interpersonal and verbal communication skills.
- Good understanding of general computer applications.
- Ability to handle cashier functions.
- Extreme level of confidentiality.

**MACHINES, TOOLS, AND EQUIPMENT:**

Tools and equipment could include, but are not limited to:

- Electronic devices, essential office equipment, and various hand tools.

**QUALIFICATIONS:**

- High school diploma or GED equivalent is required.

❖ **The Company reserves the right to revise and alter this job description as needed.**

**We are an Equal Opportunity Employer, Females/Minority/Veterans/Disabled/Sexual Orientation/Gender Identity.**