

JOB POSTING

Member Service Advisor

Department: Member Services

Reports To: Operations Manager



About the Role

Whetstone Valley Electric Cooperative is seeking a highly motivated **Member Service Advisor** to join our team. This role serves as a primary point of contact for our members and the public—providing accurate information, resolving inquiries, and supporting programs that promote safe, efficient electricity use. If you enjoy helping people, solving problems, and working in a dynamic, service-oriented environment, we invite you to apply.

What You'll Do

- Promote effective use of electricity for our members.
- Serve members through phone, email, walk-ins, and digital platforms with professionalism and empathy.
- Analyze meter data, energy usage, and billing concerns; assist members in understanding rates and consumption patterns.
- Investigate power quality issues (blinks, voltage fluctuations, etc.) and support members exploring distributed energy resources such as solar or wind.
- Build strong relationships with key commercial accounts and support their evolving service needs.
- Educate members on rebates, energy-efficiency incentives, grants, loans, and load management programs.
- Assist with cooperative communications, newsletters, public events, and member outreach activities.
- Support cooperative departments with member-related activities, service orders, and load-control equipment.
- Contribute to the Cooperative's mission of providing exceptional service, quality, and value.

What We're Looking For

- High school diploma required; post-secondary education preferred.
- At least 2 years of customer service, technical service, call center, or utility-related experience preferred.
- Strong communication and problem-solving skills, including the ability to handle challenging conversations professionally.
- Comfortable working with data, learning new technologies, and using customer information systems.
- Ability to work indoors and outdoors, lift up to 50 lbs., and manage high call volumes.
- Commitment to data privacy, cybersecurity awareness, and ongoing professional development.
- Valid driver's license required.

Why You'll Love Working Here

- Meaningful work serving member-owners in your community
- Opportunities for training, growth, and continued education
- Supportive team environment with cross-department collaboration
- Competitive compensation and benefits (customizable to your organization)

How to Apply

Submit your resume and cover letter to:

office.manager@whetstone.coop

Applications will be accepted until the position is filled.