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www.lyrec.coop

## **CAREER OPPORTUNITY**

### **Job Title: Customer Service Representative/Billing Coordinator**

Location: Sidney, MT

Job Type: Full-time

Salary: DOE

Application Deadline: Nov. 18

#### **Job Summary:**

Candidates will support the cooperative and its members by efficiently and promptly completing all assigned tasks. They will focus on delivering exceptional service to cooperative members, ensuring their needs are met with professionalism, courtesy, and reliability. A strong commitment to customer service is essential.

Candidates should have a solid understanding of the rural electric program, the cooperative's policies, and its operational methods, enabling them to communicate effectively with employees, members, and the general public. Being a strong team player is crucial, as the role requires close collaboration within the department and across other departments in the organization.

Within the framework of board policies, budgets, and legal requirements, and as delegated by the Chief Financial Officer, the candidate will assume responsibility for the following key activities, which are not intended to be all-inclusive, and additional duties may be assigned:

- Educate members, vendors, and contractors about LYREC services and policies, administering these services and policies as required or directed.
- Handle billing processes and respond to inquiries related to members' bills.
- Serve as the primary contact for coordinating and scheduling both internal and external consumer inquiries, requests, and events, as needed or directed.
- Manage and assess incoming communication from both internal and external members, taking appropriate action on behalf of the consumer, either resolving the issue independently or collaborating with other departments as required or directed.
- Initiate, process, review, research, update, and maintain payments and records for members and other consumers.
- Perform administrative tasks as required or directed, including but not limited to data entry, answering phones, typing, filing, scanning, and copying documents.



## Skills:

Possesses a clear understanding of providing quality electric service to LYREC members and is committed to delivering ongoing value to members and their communities.

- Demonstrates the ability to develop plans, set procedures, and establish goals, as well as present information effectively to others.
- Works cooperatively and independently, with the ability to adapt to changing environments to complete projects and tasks accurately within reasonable deadlines.
- Exhibits flexibility in handling customer service requirements and maintains a collaborative working relationship with coworkers, consumers, and others.

## Qualifications:

- A high school diploma or equivalent is required to meet the education requirements necessary for communication and social skills.
- A background in business or customer service is preferred to provide essential administrative skills needed.

## Requirements:

This position requires the ability to work in an environment with background conversation and the frequent use of a keyboard and computer. Physical requirements include sitting, standing, walking, bending, kneeling, reaching, and the ability to lift up to 25 pounds. The role also requires finger dexterity, the ability to perform detailed tasks, as well as good vision and hearing.

Strong listening skills, clear and effective communication, attention to detail, and the ability to read, write, and perform basic math are essential. The position involves analyzing data and reports, and conducting research as needed.

Occasional travel may be required.

## How to Apply:

To apply, download an employment application from [www.lyrec.com](http://www.lyrec.com). Submit the completed application, along with a cover letter and resume to:

LYREC  
Attn: Pam Wilcoxon  
P.O. Box 1047  
Sidney, MT 59270

You may also email your application materials to [pamw@lyrec.coop](mailto:pamw@lyrec.coop).