



Position: Manager of Member Services

Classification: Exempt

Report to: General Manager

Date: August 20, 2018

JOB DESCRIPTION

Objective: To provide specialized skills and knowledge to maintain and assist in the administration of the cooperative's member service program.

Essential Functions: Work within the limits of approved board policies, operating guidelines and procedures, assumes responsibilities for the following:

1. Marketing duties and activities
2. Key Accounts Representative
3. Develops, implements and promotes energy efficiency and conservation programs for the benefit of Lane-Scott Electric Cooperative residential and commercial members.
4. Responsible for conducting or supervising energy audits or online energy audits on existing homes.
5. Advises members on the safe and efficient use of energy and energy efficiency practices for new residential.
6. Provide energy related education to Lane-Scott Electric members, including but not limited to: information on the economics of various fuel sources, tariff rates, alternative electrical options, energy efficiency practices and economics, electrical safety, and electrical codes.
7. Provide oversight for the Resale Department

8. Attend, coordinate and participate at Lane-Scott Electric's activities and annual meetings. Attend all Sunflower Electric Power Corporation members annual meetings.
9. Conduct or assist with safety demonstrations and public speaking to members in the surrounding area.
10. Work with members on new services, rate changes and billing questions.
11. Listen, research and follow up on member complaints.
12. Be Lane-Scott Electric's representative in community meetings, Chamber of Commerce, Emergency Management, City Council, County Commissioner meetings and events.
13. Administer/coordinate/oversee:
 - a. Lane-Scott Electric Scholarship Program
 - b. Youth Programs
 - c. Grassroots activities
 - d. Website and Social Media accounts
14. Must have the ability to work with all departments within the company.
15. Responsible for knowing and personally performing all duties in accordance with safety rules and company practices.
16. Other duties as assigned by the General Manager – This job description is not designed to cover or contain a comprehensive listing of job duties or responsibilities that will be required of the employee. Job duties may change at any time.

Competencies:

1. Self-motivated and able to work independently
2. Able to identify problems, collect data, establish facts, and draw valid conclusions
3. Good organizational skills
4. Proficient in communication
5. Perform basic mathematical calculations
6. Experience in Adobe Creative Cloud software

Preferred Education and Experience:

- Bachelor's degree in one of the following areas: Business, Marketing, Communications or Journalism is desirable.
- Minimum of 5 years of experience as a Member Service Representative or in Public Relations preferred.

Work Environment:

This job operates in a normal office environment. This position will require inside and outside work.

Physical Demands:

While performing the duties of this job, the employee is frequently sitting at a desk. The employee is occasionally required to stand; walk; stoop or kneel. The employee may occasionally lift and/or move up to 50 pounds.

Expected Hours of Work:

This is a full-time position, with normal business hours Monday through Friday, 8 am to 5 pm. Some evenings and weekends will be necessary. Occasional travel will be required for meetings and/or training.

Licenses:

Valid Kansas Driver's License

Signatures:

This job description has been approved by management:

General Manager _____ Date: _____

HR _____ Date: _____

Employee signature below constitutes employee's understanding of the requirements and essential job duties for this position.

Employee _____ Date: _____

Lane-Scott Electric Cooperative, Inc.

APPLICATION FOR EMPLOYMENT

Lane-Scott Electric is an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to race, color, sex, gender identity, sexual orientation, pregnancy, age, religion, national origin, disability or veteran status.

PERSONAL INFORMATION

Incomplete information could disqualify you from further consideration. Please complete all fields.

Name _____ Date _____

Address _____

E-mail Address _____

Home Phone # _____ Cell Phone # _____

Are you eligible to work in the U.S? Yes No

Are you at least 18 years or older? (If no, you may be required to provide authorization to work.)
 Yes No

Have you ever been terminated from employment or asked to resign by an employer?
 Yes No

If yes, please provide company names and details _____

Can you work overtime, including weekends? Yes No

Are you able to perform the essential functions of the job for which you are applying, with or without a reasonable accommodation? Yes No

EMPLOYMENT DESIRED

Date you can start _____ Hourly Rate/Salary desired _____

Position desired _____

Are you currently employed? Yes No

If so may we inquire of your present employer? Yes No

If presently employed, why are you considering leaving? _____

Have you ever worked for this company before? ___ Yes ___ No

Explain _____

Do you know anyone who works for our company? ___ Yes ___ No

If yes, who? _____

EDUCATION	Name and location of school	No. of yrs. Attended	Degree Received	Subjects studied/ Major
High School	_____	_____	_____	_____
College or University	_____	_____	_____	_____
Trade, Business or Correspondence School	_____	_____	_____	_____

Account for any full month since leaving school (high school or college) that you were not working:

From _____ To _____ Reason: _____

From _____ To _____ Reason: _____

From _____ To _____ Reason: _____

EMPLOYMENT HISTORY Starting with the most recent and working backwards in time. *Incomplete information could disqualify you from further consideration.*

From _____ To _____ Job Title _____

Immediate supervisor and title _____ Telephone _____

Employer Name and Address _____

Summarize the nature of work performed and job responsibilities _____

Reason for leaving _____

From _____ To _____ Job Title _____

Immediate supervisor and title _____ Telephone _____

Employer Name and Address _____

Summarize the nature of work performed and job responsibilities _____

Reason for leaving _____

From _____ To _____ Job Title _____
Immediate supervisor and title _____ Telephone _____
Employer Name and Address _____
Summarize the nature of work performed and job responsibilities _____

Reason for leaving _____

From _____ To _____ Job Title _____
Immediate supervisor and title _____ Telephone _____
Employer Name and Address _____
Summarize the nature of work performed and job responsibilities _____

Reason for leaving _____

Do you have any special skills, experience and/or training that would enhance your ability to perform the position applied for? If yes, explain. _____

Computer Skills (please describe): _____

REFERENCES Give the names of three persons not related to you, whom you have known at least three (3) years.

Name	Address, Phone, Email	Company	Years Acquainted
1	_____	_____	_____
2	_____	_____	_____
3	_____	_____	_____

Please read carefully before signing.

I understand that neither the completion of this application nor any other part of my consideration for employment establishes any obligation for Lane-Scott Electric to hire me. If I am hired, I understand that either Lane-Scott Electric or I can terminate my employment at any time and for any reason, with or without cause and without prior notice. I understand that no representative of Lane-Scott Electric has the authority to make any assurance to the contrary.

I attest with my signature below that I have given to Lane-Scott Electric true and complete information on this application. No requested information has been concealed. I authorize Lane-Scott Electric to contact references provided for employment reference checks. If any information I have provided is untrue, or if I have concealed material information, I understand that this will constitute cause for the denial of employment or immediate dismissal.

Date _____ Signature _____