

South Central Electric Association is seeking a candidate for the position of Manager of Member Services, part of the management staff reporting to the General Manager.

The successful candidate will be responsible for ensuring that all aspects of the department are performed to the highest level of customer satisfaction. This includes coordinating communications with the membership, managing the load management system, directing cooperative conservation programs, managing sales to members of water heaters, generators and other items, member inquiries, Distributed Energy Resource coordinator and assisting in other duties for the benefit of the members and the cooperative.

Candidates should have the skills to provide leadership and effective administration of a multifaceted department and the ability to set goals and be effective in strategic execution. Experience in electric utilities is desired. Organization and time management skills are important in all aspects of the job. Candidates must be familiar with Microsoft Office products and have good computer skills.

Candidates holding a Master Electrician license are preferred. A bachelor's degree in a business-related field or electrical or utility experience is a plus.

The cooperative offers a competitive salary commensurate with experience and qualifications, an excellent benefits program and a challenging work environment. The headquarters for the cooperative is in St. James, MN, located in south central Minnesota. South Central Electric Association is an Equal Opportunity Employer. More details are posted on our website, [southcentralelectric.com](http://southcentralelectric.com).

Applications will be accepted until May 2, 2025. Applicants should send a confidential resume with recent salary history and three professional references to: South Central Electric Association, Attn: Jim Haler, PO Box 150, Saint James, MN 56081 or email to [JHALER@SOUTHCENTRALELECTRIC.COM](mailto:JHALER@SOUTHCENTRALELECTRIC.COM).

South Central Electric Association  
Position Description  
Of  
Manager of Member Services

I. OBJECTIVES:

A. Objectives common to all positions in the Cooperative:

1. To increase member and public understanding of the cooperative principles of a consumer-owned utility.
2. To protect and enhance the reputation and public image of the Cooperative, its Board of Directors, and Manager.
3. To present a personality and appearance that would be compatible with good consumer and public opinion.
4. To contribute, in a courteous, cooperative manner, and in every way possible, to high morale, teamwork and helping customers, fellow employees and others to achieve the Cooperative's objectives, which include the highest quality of electric service at the lowest price possible, according to good business principles.

B. Objectives specific to this position:

1. To provide the maximum service to the Cooperative by prompt, courteous service to members and fellow employees through cooperative and member-related programs.
2. To assume the responsibility of management of the Member/Energy Services department and accurate reports as a contribution to management.

II. REPORTING RELATIONSHIPS:

A. Reports to: General Manager

III. RESPONSIBILITIES:

A. Performs personally the following activities common to all positions in the Cooperative:

1. Makes every effort possible to be courteous, prompt and helpful to members, visitors, fellow employees and the general public.
2. Keeps as well informed as possible about the Cooperative and its policies, plans and programs.
3. Participates in all meetings as required by the manager.

B. Performs personally the following activities unique to this position in the Cooperative:

1. Assume the responsibility of management of the Member/Energy Services department.
2. Develop and implement member load control.
3. Keep well informed on new techniques and procedures that may affect the Cooperative's operation.
4. Aid management in the formulation of policies and procedures.
5. Assist members by providing and promoting information relative to energy conservation and the wise use of electricity.
6. Aid in the investigation of member service complaints.
7. Develop and implement load forecasting methods as required by management.
8. Develop an annual budget for the Member/Energy services department and evaluate the performance of the department budget.
9. Assist management by gathering data to be used for rate studies.
10. Assist management in the development of employee training programs.
11. Provide written reports as required to the General Manager relative to the activities of the Member/Energy Service Department.
12. Assist management in formulating the Power Requirement studies.
13. Assist management in formulating and analyzing of Financial Forecast.
14. Develop and implement procedures and practices for load management program.
15. Maintenance of and installation of load management devices.
16. Oversee the sales and assistance of water heaters, generators and other items promoted by the cooperative.
17. Distributed Energy Resources Coordinator.
18. Aid area electric contractors in the understanding of cooperative programs.
19. Develop and maintain member rebate and other conservation programs.
20. Promote programs that increase the sales of electricity.
21. Any other duties assigned by management.

#### IV. RELATIONSHIPS:

##### A. Internal

1. Manager-Board of Directors – to seek advice and assistance, confer on problems when necessary, to accept changes and improvements, and to keep well informed on matters pertaining to the Cooperative.

##### B. External

1. Members and general public – to provide the best possible courteous service to all people in contact with the office, to encourage the wise use of electricity by members and establish a desirable public image in contact with members and non-members.