



POSITION TITLE: **Manager of Member Service**

I. JOB SUMMARY

The Manager of Member Operations is responsible for the comprehensive oversight and management of all member service and billing operations for the Cooperative. This role ensures exceptional service delivery, operational excellence, and regulatory compliance across member-facing functions including customer service, billing, accounts receivable, collections, and capital credits. The position leads cross-functional teams, implements strategic initiatives, manages key operational relationships, and drives continuous improvement in member experience and operational efficiency. This manager collaborates closely with the Senior Vice President of Operations to execute the Cooperative's strategic vision while maintaining day-to-day operational excellence.

II. REPORTING RELATIONSHIPS

- A. Reports to: Senior Vice President of Operations
- B. Supervises: Member Service Representatives, Billing and Accounts Receivable Specialists in multiple locations

III. PRINCIPLE DUTIES AND RESPONSIBILITIES

- A. Operational Leadership and Supervision
 - 1. Direct daily operations of Member Service offices and Billing/Accounts Receivable functions across multiple locations, ensuring proper staffing, workflow efficiency, interdepartmental coordination, and compliance with cooperative policies including cybersecurity and member privacy.
 - 2. Conduct annual performance reviews and provide ongoing coaching, mentoring, and professional development for all direct reports. Update position descriptions as roles evolve.
 - 3. Manage all personnel matters including timesheet approvals, scheduling, leave requests, overtime authorization, wage recommendations, and participation in hiring processes.
 - 4. Coordinate with Human Resources and Senior Vice President of Operations to develop and implement comprehensive training programs. Ensure all personnel are cross-trained to maintain operational continuity.
 - 5. Foster a cooperative work environment that promotes collaboration, high morale, and professional development within the department and across the organization.
 - 6. Facilitate regular team meetings and individual check-ins to review



policies, share updates, and identify coordination needs.

B. Member Service Operations

1. Ensure all member interactions across all channels (phone, in-person, email, social media) maintain the highest standards of professionalism and service excellence.
2. Oversee handling of escalated member service issues, complex billing complaints, payment arrangements, and account management matters. Serve as primary operational contact for key commercial and industrial accounts.
3. Monitor call center efficiency, response times, one-call resolution rates, and service metrics to optimize member experience.
4. Oversee maintenance of member records including accounts receivable, billing information, capital credits, service agreements, and required documentation in applicable software systems.
5. Review external member communications and prepare operational talking points to train staff on effectively communicating programs, rate changes, policy updates, and service information to members.
6. Manage delegation of work received through website, SmartHub, and internet eBill inquiries, ensuring timely and accurate responses.

C. Billing and Accounts Receivable Management

1. Oversee all billing processes including bill calculation, verification, post-billing reports, and distribution coordination for all billing cycles. Plan and manage monthly schedules for billing, collections, ACH processing, and month-end/year-end reporting.
2. Monitor and verify accuracy of billing data affecting kWh usage, kW demand, Power Factor, and charges on a continuing basis. Conduct internal audits of billing accuracy and consistency on a regular schedule.
3. Administer the Customer Information System (CIS) database including rate changes, new rates, sales tax adjustments, deposit interest changes, and all system configurations to ensure billing accuracy and regulatory compliance.
4. Oversee processing of all payment activities including ACH, recurring credit card payments, daily cash receipts, deposits, and payment posting across all channels. Supervise reconciliation of accounts receivable and processing of adjustments and refunds.

D. Credit and Collections Billing

1. Coordinate month-end and year-end closing processes. Oversee completion of required governmental reporting including the EIA report.



2. Manage loan and line extension balance adjustments per work order closeouts and maintain accurate records.

E. Quality Assurance

1. Develop and enforce processes ensuring compliance with Cooperative credit and collection policies and Wyoming Public Service Commission regulations. Stay informed on PSC rules, regulatory requirements, and court procedures relative to collections.
2. Oversee processing of penalties, delinquent notices, and disconnection orders in accordance with tariffs and company procedures. Provide direction to staff handling delinquent accounts, payment arrangements, and member hardship situations.
3. Monitor credit ratings for non-residential members and coordinate security deposit requirements in compliance with credit policy. Coordinate with legal counsel on Small Claims Court proceedings as needed.
4. Supervise quarterly reserve write-off process per Board-approved procedures. Prepare and deliver monthly reports on billing and collection activities to management.
5. Develop and maintain comprehensive procedures for capital credit estate processing, ensuring compliance with Cooperative policies and bylaws. Oversee staff in processing capital credit retirements, transfers, assignments, and estate settlements.
6. Administer capital credit components in CIS database and serve as primary resource for staff on capital credit inquiries and processing.

F. Capital Credits Administration

1. Maintain and execute a comprehensive program to audit billing and metering data for quality assurance in coordination with Operations staff. Coordinate resulting work assignments and provide training as needed.
2. Determine reporting needs and create or request modifications to reports for auditing and verifying billing data accuracy. Utilize data analysis tools to verify member and service-related information on a continuing basis.
3. Review work queues before billing to ensure accuracy and completeness. Coordinate with Operations Service Department to identify and rectify metering, transformer, or service issues affecting billing.
4. Identify, develop, and recommend programs, products, and service offerings relevant to electric service delivery and member value. Prepare business cases for new offerings and present to Senior Vice President of Operations for approval.

PERSONNEL – JOB DESCRIPTION

5. Develop and maintain budgets, implementation plans, member agreements, workflows, policies, and procedures for program delivery. Assist with negotiating vendor agreements when needed.
6. Conduct annual analysis of member program performance including participation trends, revenue, costs, and outcomes. Provide recommendations to Senior Vice President of Operations.
7. Prepare and support department annual budget in coordination with Senior Vice President of Operations. Provide quarterly forecast updates and monthly variance explanations as needed.
8. Work with management and other departments to address operational issues. Keep Senior Vice President of Operations informed of escalating issues and represent Member Operations on multidepartment committees and company projects.

IV. MARGINAL DUTIES AND RESPONSIBILITIES

- A. Serve as backup for critical operational functions including billing cycles, capital credit processing, System Control support, and overflow outage calls as needed.
- B. Ensure department compliance with record retention policies. Assemble member information for reports and analysis as requested.
- C. Create purchase orders and interface receiving for office location requests. Perform data entry for vendor accounts payable as needed.
- D. Support Engineering project clerks and System Control operations when needed.
- E. Utilize spreadsheets and analytical tools to perform data analysis and create reports as assigned.

V. ADMINISTRATIVE AND OTHER DUTIES

- A. Stay current on all policies, procedures, rates, rules, and regulations that directly impact this position and recommend improvements to enhance operations and member service.
- B. Attend trainings, conferences, and professional development opportunities. Suggest and implement process improvements as directed.
- C. Ensure timely completion of all paperwork, activities, and assignments. Approve and process timesheets, invoices, and expense accounts according to company timelines.
- D. Maintain office areas in a neat and professional manner. Assist in ordering and maintaining adequate supplies for office locations.
- E. Personally serve or delegate staff to serve on committees or teams, dedicating necessary effort to achieve intended goals.



- F. Participate in educational activities and workshops to improve technical and leadership skills as directed.
- G. Attend all required safety meetings and ensure department compliance with safety policies.
- H. Perform any other duties or activities that may be assigned or directed by management.

VI. KNOWLEDGE, ABILITIES, AND SKILLS

- A. Comprehensive knowledge of member service and billing operations in an electric utility, including policies, procedures, rates, tariffs, cooperative governance, and Wyoming Public Service Commission regulations.
- B. Excellent verbal and written communication skills with ability to read technical documents, write reports and procedures, and present information clearly to all organizational levels and external stakeholders.
- C. Strong public interaction and interpersonal skills with ability to maintain positive relationships, resolve conflicts, and de-escalate difficult situations through active listening and effective questioning.
- D. Ability to define problems, analyze data, establish facts, draw valid conclusions, and develop practical solutions. Proficiency in mathematics including rate calculations, percentages, and financial analysis.
- E. Strong organizational skills with ability to manage multiple priorities, meet deadlines, and execute tasks effectively in a high-pressure environment.
- F. Knowledge of relevant computer systems and software including Customer Information Systems (CIS), billing and accounts receivable software, Microsoft Office Suite, report writing tools, and payment processing systems.
- G. Proven ability to motivate, train, coach, and evaluate team members to enhance productivity and foster professional growth.
- H. Ability to handle confidential information with discretion, maintain member privacy, and demonstrate strong attention to detail with commitment to accuracy.
- I. Valid driver's license required for occasional travel to office locations and member sites.

VII. EDUCATION AND EXPERIENCE

- A. Bachelor's degree (BS or BA) in Business Administration, Accounting, or related field preferred.
- B. Minimum of seven to ten (7-10) years of progressive experience in utility member service, billing, and/or accounts receivable operations, or equivalent combination of education and experience.
- C. Minimum of five (5) years of supervisory or management experience leading teams and managing complex operational functions.
- D. Experience with electric utility operations, cooperative governance, and



- regulatory compliance strongly preferred.
- E. Demonstrated proficiency with customer information systems, billing software, and financial management.
 - F. Ten (10) years of relevant utility experience may be considered in lieu of degree, with additional specialized training in management and leadership skills.

VIII. WORKING CONDITIONS

- A. Usual office conditions with ability to exert up to ten (10) pounds on a regular basis, as well as performing such activities as fingering, grasping, lifting, reaching, crouching, and repetitive tasks.
- B. Work is generally indoors and includes standing, walking, and sitting are normal to carrying out duties as well as the operation of PC, calculator, and other normal office machines.

IX. REQUIRED SIGNATURES

This job description is intended to describe the general nature and level of work being performed by the person assigned to this position. Principal duties and responsibilities are intended to describe those functions that are essential to the performance of the job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duty as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Reviewed by: _____ Date: _____
Manager of Member Service

Approved by: _____ Date: _____
Sr Vice President of Corporate Operations

Reviewed by: _____ Date: _____
Chief Executive Officer