Job Posting

Dispatcher/MSR

Central New Mexico Electric Cooperative is hiring a Part-Time Dispatcher/Member Service Representative – (1) opening in the Moriarty Office. We require a flexible work schedule which may include work any day of the week, Monday – Sunday, either AM or PM shifts.

PRINCIPAL ACCOUNTABILITIES AND RESPONSIBILITIES:

- Greets customers entering business offices and resolves billing and service problems and complaints.
- Receives customer payments for utility bills and issues receipts as required.
- Enters data from meter readings, member charges.
- Coordinates new services and disconnects in an efficient and timely manner.
- Maintains confidentiality of customer records.
- Document and report all outages for cooperatives in Dispatch Outage Assistance Program.
- Acts as dispatcher for all cooperatives enrolled in program.
- Generates and distributes outage reports to cooperatives enrolled in program.
- Data entry and processing is required.
- Receives mail payments and credit card payments over the phone and posts payments to accounts.
- Must be constantly aware of confidentiality of information handled as dispatcher and MSR and be certain that it is kept confidential.
- Other duties may be assigned as needed.

A successful candidate will have:
Proficiency in operating a personal computer using Microsoft Windows and Microsoft Office Suite applications including Outlook, Excel, and Word. A high school diploma or GED.

Please send a cover letter and resume to Kelly Duff, Human Resource Manager at kelly.duff@cnmec.org, via fax (505) 847-1042 or via mail to PO Box 669, Moriarty NM 87035

This job posting will close Friday, June 15, 2012 at 4:30pm (MST). **Central New Mexico Electric Cooperative is an Equal Opportunity Employer**