



Manager of Member Services
Position Description
Effective: September 2025

Classification:	Non-Union	FLSA Status:	Exempt
NRECA Job Code:	21-3251	Employment Status:	Full-time
Department:	Member Relations	Location:	Dickinson/Hazen
Reports to:	Dir. Key Accts./Marketing/COS	Supervises:	Customer Service Representative

DISCLAIMER: This is not intended to create a contract or be an all-inclusive list of duties. This description may be changed or modified at any time without notice. To maximize efficiency and flexibility, employees may be assigned additional duties as necessary. All prior position descriptions for the above listed position are hereby revoked and superseded.

PURPOSE FOR THE POSITION:

This position provides effective leadership of the Member Relations department and ensures cooperative member satisfaction remains high through effective resolution, efficiency, and education.

QUALIFICATIONS AND EXPERIENCE:

Bachelor's degree in business, communications, marketing or related field required. In lieu of a degree, applicant must possess sufficient work experience and have at least three (3) years of continuous experience with customer service. Demonstration of supervisory skills preferred. A valid North Dakota driver's license is required.

CORE COMPETENCIES:

1. Promote safety in every activity and attend scheduled safety meetings as directed. Become familiar with and abide by the cooperative safety rules and procedures.
2. Continually develop and recommend more efficient and effective ways of carrying out the duties and responsibilities of the position.
3. Review and abide by established policies and procedures of the cooperatives and associated entities.
4. Promote teamwork through communication and cooperation. Treat co-workers in a respectful, considerate, and professional manner and consider the opinions and personal needs of others.
5. Accept and adapt positively to changes in the position and within the cooperative and associated entities. Develop a commitment to accept ongoing change.
6. Be a positive influence within and outside the cooperatives and associated entities.
7. Support the cooperative's mission by staying current with information to cultivate and positively project the cooperative's philosophy.
8. Provide leadership that stimulates a high standard of morale among employees of the office. Promote team spirit and enthusiasm.
9. Accept responsibility for the duties of the position. Work diligently toward complete and accurate work assignments.

ESSENTIAL JOB FUNCTIONS:

1. Manage information and support department initiatives, working closely with the member support and communication team. Participate in monthly meetings and strategic member service and communication planning.
2. Oversee department customer service representatives, ensuring prompt, efficient workflows (including but not limited to meter issues, contact tracking, outages, capital credits, bill disputes, delinquents, etc.).
3. Facilitate community and member outreach programs, including but not limited to Operation Round Up, scholarship programs, charitable donations, Rural Development Finance Corporation grant opportunities, etc.
4. Prepare monthly reports, providing updates on department activities and initiatives.
5. Responsible for planning and assisting with all areas of the members' Annual Meeting or cooperative area informational meetings. Prepare information needed for communications staff's Annual Report. Evaluate the effectiveness of meeting to determine where improvements can be made.

6. Assists with yearly budget and provide input where applicable. Monitor the department budget, maintaining records of expenditures and generating monthly reports.
7. Provides prompt, efficient and courteous service to members. Provides information and direction as warranted. Answers questions, address concerns, take action or refer to the appropriate resource or outside agencies.
8. Responsible for developing and administering the Cooperative's Energy Efficiency programs, including rebates and weatherization loans.
9. Handles outage calls from members/consumers and takes appropriate action, when needed.
10. Provide timely updates to supervisor and chief of staff on work progress, including present and potential work problems and suggestions for new or improved processes and procedures.
11. Effectively communicate Roughrider Electric's rates, policies and procedures. Refer members to proper department when a more technical explanation is necessary.
12. Prepare service orders for connections, disconnects, and transfer of service requests, when needed. Assists with processing member applications and large commercial contracts for service, as needed.
13. Keeps cooperative calendar updated with member service and operations department information.
14. Act as dispatcher to assist all field personnel, as needed.
15. Performs other tasks and assumes other responsibilities as assigned by supervisor.

PHYSICAL REQUIREMENTS:	0 - 24%	25 - 49%	50 - 74%	75 - 100%
Seeing: Read documents and computer screen and operate vehicle.				X
Hearing: Communicate in person and via telephone.				X
Standing/Walking:			X	
Fingering/Grasping/Feeling: Use of pen, keyboard				X
Climbing/Stooping/Kneeling, etc.: Stairs		X		
Lifting: Able to lift a maximum of 50 pounds from the floor		X		
WORKING CONDITIONS:	0 - 24%	25 - 49%	50 - 74%	75 - 100%
Indoors, In an Office				X
Indoors, Warehouse/Shop	X			
Outdoors, Moderate/Extreme Weather Conditions	X			
Working at Heights greater than 5 feet above the ground.	X			

REMARKS: I have read my Position Description and understand my assigned responsibilities and have been given a copy of this Position Description. I also certify by my signature below that I am able to perform the essential functions of this position description either with or without a reasonable accommodation.

Accepted by: _____
Employee Date

Approved by: _____
Chief of Staff *Date*