

Communications & Member Services Manager

Are you a great communicator, actively involved in the community and enjoy public relations? How about supervising billing and customer service while working with a fantastic group of committed employees?

If you enjoy variety, interacting and empowering employees, see our opening.

[Job Listings - Decatur County REMC Jobs \(hirecentric.com\)](#)

Essential Functions

- Create and manage the implementation of the communication plan for the cooperative.
- Promote and support energy efficiency programs and work with members to answer energy issues, concerns, and questions.
- Execute public relations activities for the cooperative.
- Oversee advertisements and content for the monthly newsletter for the cooperative.
- Manage youth programs for the cooperative.
- Prepare and monitor budgets.
- Be actively involved in the community, serving on local boards/committees to promote the cooperative and support the local community.
- Cooperative Grassroots coordinator.
- Plan and coordinate the REMC annual meeting, including all contractors related to election vendor, marketing resources etc.
- Oversee billing, cash receipts, and adjustments for accuracy.
- Manage marketing, sales and service of high-speed internet service offered by the cooperative.
- Manage propane subsidiary including service, sales, support, inventory, billing, and overall operation.
- Participate in staff team activities including strategic planning, encouraging employees to live the vision and mission of the cooperative and supporting decisions made by the CEO and board of directors.
- Manage and support the key accounts of the cooperative.
- Oversee the energy assistance programs.
- Participate in rate cost of service (COSS) and design tariffs.
- Manage the distributed generation (DG) program and paperwork for new accounts.
- Other duties as assigned.
- **SUPERVISORY RESPONSIBILITIES**
- Create and manage department targets and goals.
- Train, schedule work, support and supervise department.
- Develop, implement, and ensure compliance with department policies and procedures.
- Conduct performance reviews and coach staff to optimal performance.
- Work with human resources to address performance concerns.

- **EDUCATION AND/OR EXPERIENCE**

- To perform this job successfully, an individual should have an equivalent of the following education and/or experience.
- A bachelor's degree in Marketing, Public Relations, Communications, or a related field is required.
- 3-4 years' experience in a marketing, communication or public relations role is required.
- Management experience is required.
- Experience working in a cooperative is preferred.
- Knowledge of utility industry is preferred.

- **KNOWLEDGE, SKILLS, AND ABILITIES**

- The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. The company will make reasonable accommodations to enable individuals with disabilities to perform these functions.
- *Communication and Relationship Skills*
- Exceptional written and verbal communication skills, including the ability to describe and explain complicated or sensitive information, the ability to negotiate with and motivate others, the ability to maintain confidentiality and discretion, and strong listening skills. Able to use these skills in tense situations with hostile members.
- Comfortable and skilled presenting to groups both in the community and within the cooperative.
- Strong leadership skills.
- *Analytical and Judgment Skills*
- Strong decision-making and problem-solving abilities, including the ability to make judgments based on interpretation of information and when others' opinions may be in conflict.
- Ability to make informed decisions efficiently and effectively.
- *Technical/ Computer/ Office Equipment*
- Advanced proficiency using a computer, including proficiency with Microsoft Office, the internet, complex spreadsheets, and databases.
- Ability to navigate graphic design programs included in the Adobe Creative Suite.