

JOB POSTING

MEMBER SERVICES REPRESENTATIVE

General Summary of Job Responsibilities:

Reliable, detail-oriented person with excellent customer service skills is needed in a fast-paced, team-oriented office that works with WEC members to perform a variety of billing functions and data entry. Primary duties of the position include answering the telephone, working with members, responding to billing inquiries, receiving and processing payments, collecting delinquent accounts, processing of annual capital credit retirements, supporting administrative, member outreach and data processing needs for WEC related to various member-based programs and service offers, and entering billing data. Must be able to multi-task and be able to communicate effectively with members and employees of the Cooperative, as well as with representatives of other organizations as required.

Preferred candidates should have an associate's degree or higher in business or a minimum of a high school diploma with emphasis on business courses and two years' experience in an office environment. Proficiency with computers, Microsoft Office 365 applications and cashiering experience required.

Submit cover letter and resume to Teia Greenslit, Director of Finance & Administration, Washington Electric Cooperative, P.O. Box 8, E. Montpelier, VT 05651, or teia.greenslit@wec.coop.

Washington Electric Cooperative is an equal opportunity provider and employer.

Date of Posting: April 2, 2026

Salary Range: \$25.75 to \$33.50

Days and Hours of Work: Weekdays. Between the hours of 7:30AM -5:00 PM.

Anticipated Start Date: On or After April 20,2026

Application Deadline: Applications will be accepted until the position is filled.