

BIG FLAT ELECTRIC CO-OP., INC.

JOB DESCRIPTION

JOB TITLE: Office Assistant/Member Services/Billing Clerk

Status: Full Time / 4 10-hour days or 5 8-hour days (M-F)
Reports to: Office Manager
Supervises over: None
Compensation: Commensurate with experience
Benefits: Health Insurance (95% family health paid), 12% 401k ER contribution, LTD, STD, Basic Life, Vacation and Sick
Date: April 2026

Position Summary

The Office Assistant / Member Services / Billing Clerk is a multi-functional role essential to the daily operations of our small electric cooperative. This position serves as a primary point of contact for members, answers the phone, completes billing and accounts receivable functions, performs general administrative duties, prepares and publishes communication materials, and develops and implements member safety and energy efficiency materials.

Essential Duties and Responsibilities

Member Services:

- Provide courteous, professional service to members in person, by phone, and electronically.
- Assist members with account inquiries, billing questions, payments, and service requests.
- Process new service applications, transfers, disconnects, and account updates.
- Educate members on cooperative programs, energy conservation, rates, policies, and services.
- Investigate, resolve and report member inquiries and complaints in a timely manner.
- Develop and recommend advertising and community relations programs.
- Develop and implement member safety awareness programs.
- Develop and implement member youth activities to promote good public relations.
- Maintain and update cooperative website and social media platforms.
- Draft, design, edit, and publish communications materials, including the monthly newsletter. Includes writing articles, soliciting articles from other sources and taking photographs.
- Assist with community outreach, events, and cooperative promotions.
- Ensure consistent branding and messaging of cooperative materials.
- Purchase and maintain inventory of cooperative promotional gifts.

Billing Functions:

- Prepare and process monthly electric billing.
- Verify meter readings and billing data for accuracy.
- Identify and resolve billing discrepancies and unusual usage patterns.
- Post and process member payments (cash, check, electronic).
- Balance daily receipts and prepare bank deposits.
- Maintain accounts receivable records and prepare proper reports.
- Perform collection duties, including processing accounts for non-payment disconnection, remote disconnections and reconnections from office.
- Maintain member payment arrangements.
- Generate late notices, disconnect notices, and billing communications.
- Assist with reconciliations, reporting, and audit preparation.

Office Assistant:

- Perform general office duties including filing, data entry and scanning.
- Answer and route incoming calls and correspondence.
- Assist with mailings and getting/sorting mail.
- Maintain office supplies and order office supplies.
- Maintain outage log report.
- Assist with travel and lodging arrangements for employees and directors.
- Coordinate and participate in the Cooperative Annual Meeting and other meetings.
- Support meetings, events, and day-to-day office operations.
- Maintain confidentiality of member and financial information.
- Ensure compliance with cooperative policies, procedures, and regulations.
- Perform other duties as assigned by supervisor.

Qualifications

Education and Experience:

- High school diploma or equivalent required.
- Post secondary degree in business, accounting, communications, or related field preferred.
- Experience in customer service, billing, accounting, or office support preferred.

Skills and Abilities:

- Strong customer service and interpersonal skills.
- Excellent written and verbal communication abilities.
- Strong attention to detail and accuracy.
- Positive attitude.
- Basic accounting and bookkeeping knowledge.

- Proficiency in all Microsoft Office applications, Canva and/or other graphic design platforms.
- Ability to learn billing, accounting, and customer information systems.
- Experience with social media platforms preferred.
- Strong organizational and time management skills.
- Ability to multitask and prioritize in a fast-paced environment.
- Basic math and cash-handling skills.

Other Requirements:

- Ability to maintain confidentiality and professionalism.
- Dependable, punctual, and team oriented.
- Ability to work independently and collaboratively.
- Willingness to learn cooperative operations and industry practices.
- Commitment to community engagement and member service.

Working Conditions

- Primarily office environment. Considerable sitting, standing, and viewing of computer.
- Frequent interaction with members, staff, and the public.
- Occasional overtime during outages or special projects/events.
- May include lifting up to thirty (30) pounds (paper, displays, promotional items, etc.)
- Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

To Apply

Submit the following to: kari@bigflalectric.com by April 30, 2026.

- Cover Letter.
- Resume.
- Application (can be found on company website).