

Job Title: Consumer Services Representative

Are you a customer service professional who thrives on helping others and making a positive impact in your community? Are you looking for a stable, growing organization that values collaboration, innovation, and a healthy work-life balance? If so, we'd love to meet you!

Linn County REC is seeking a **Consumer Services Representative** to join our dedicated team in Marion, Iowa. In this role, your reliability, communication skills, and attention to detail will be essential in supporting our members and maintaining our reputation for outstanding service. If you enjoy variety in your workday, tackling challenges with a positive attitude, and contributing to a fun, team-oriented workplace, this is the perfect opportunity for you.

Essential Duties and Responsibilities:

As a Consumer Services Representative, you'll provide account support to our members, including billing, collections, and maintaining accurate member records. Key responsibilities include:

- Processing daily mail, including member payments
- Greeting visitors and answering incoming calls; directing inquiries as needed
- Accepting in-person payments and balancing cash drawers
- Preparing reports and deposits
- Reviewing pre-bill reports and identifying meter reading errors
- Handling NSF (Non-Sufficient Funds) payments
- Assisting members with delinquent balances during the collection process
- Maintaining Deferred Patronage Dividend records
- Scanning and organizing documents into member files
- Assisting with special projects and other duties as assigned

To be successful in this position, you will have:

- High School Diploma required.
- Minimum one year experience in a public contact position preferred.
- Understanding of office practices and procedures required.

Must also possess the following knowledge and experience:

- Must possess strong interpersonal skills, building constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
- Must be able to acquire within a reasonable time span an understanding of Cooperative collection and service policies, procedures and practices.
- Requires skill in dealing with a variety of people under stressful circumstances.
- Position requires attention to detail and high degree of accuracy, including typing skills.
- Telephone skills a must.
- Must be able to operate office equipment including copy machines, postage meter, adding machine, printers, computers, etc.
- Must be able to organize work to meet deadlines.

What we offer:

- Member owned, not-for-profit organization, serving the community
- Competitive pay and benefits
- Easy-going, casual work environment
- Excellent work-life balance
- Challenging and diverse workload
- Opportunities for professional development
- Professional team in a fun work environment

Starting wage range: \$20.00 - \$24.00

Apply by submitting a resume and cover letter to recruiting@linncountyrec.com by July 31, 2025.

Linn County Rural Electric Cooperative is an equal opportunity employer and a drug-free workplace.