



Internal/External Job Posting

Job Title: Communications & Member Services Coordinator	Posting Time Frame: April 2, 2026 - until filled
Reports To: Member Services Manager	

The following position will be posted internally and externally until it is filled. If you are interested or have questions, please contact Carol Macy at 307-365-6065. Applications and Resumes should be submitted through our website at www.highwest.coop. This position is based in Pine Bluffs, WY.

POSITION SUMMARY:

The Communications & Member Services Coordinator serves as a primary point of contact between the electric cooperative and its members while also supporting the cooperative’s communications, outreach, and marketing efforts. This position delivers excellent member service through direct interaction while coordinating communications that promote the cooperative’s mission, services, programs, and community engagement.

ESSENTIAL DUTIES AND TASKS:

1. Exude our core values: Friendly, Innovative, Integrity, and Hardworking.
2. Communicates High West Energy’s mission, goals, and strategies while serving the cooperative.
3. Exhibit excellent member service externally with members/customers and internally with High West Energy employees (cooperation, timely paperwork, etc.).
4. Assists in maintaining the security of High West Energy’s assets and data from hazards, including physical and cyber.
5. Design, development, and distribution of newsletters, bill inserts, website updates, and social media content.
6. Coordinate outage, safety, and public communications.
7. Support cooperative branding and community outreach activities.
8. Coordinate with management on media requests and public information.
9. Responsible for event planning for the cooperative, which includes but is not limited to the annual meeting and after-hours activities.
10. Coordinates and administers all value-added programs (scholarships, Youth Tour, etc.).
11. Contact person for donation and sponsorship requests and administer accordingly.
12. Purchases giveaways and other promotional items.
13. Greet cooperative members and the public, answer phone calls, and help direct them to the appropriate department or employee.
14. Respond to member inquiries regarding billing, service connections, outages, and cooperative services.
15. Process new service applications, disconnects, and reconnects through the workflow process.
16. Maintain accurate member records and document interactions.

17. Files easements for services when needed.
18. Monitor accounts to ensure the members are billed correctly and promptly.
19. In the event of an outage, ensure outage calls and information are top priority, verify the information is posted accurately, and ensure the member has all the current information.
20. Serve as a backup for various tasks and positions within the Member Services Department.
21. Perform other duties as assigned.

WORKING/ENVIRONMENTAL CONDITIONS:

Administrative Indoor Environment: Employees perform tasks primarily while sitting or standing at a desk, and occasionally outdoors across the entire building and grounds.

Operational Outdoor Environment: Employees perform both indoor and outdoor tasks. Indoors, work typically involves office tasks, such as sitting or standing at a desk or table. Outdoors, employees may face extreme weather conditions, noise exposure, vibrations, electrical shock risks, emergency climbing, and exposure to machinery and moving parts. This position requires operating a company passenger vehicle and maintaining a valid driver's license.

To maintain a safe working environment, each High West Energy employee shall:

- Adhere to the High West Energy Safety Manual and abide by the rules adopted by the Cooperative and applicable governmental regulations.
- Attend and participate in High West Energy's Safety Meetings as assigned.
- Comply with all National Electrical Safety Code (NESC), Occupational Safety and Health Administration (OSHA), Department of Transportation (DOT), Public Service Commission (PSC), and Federal Motor Carrier Safety Administration (FMCSA) regulations.
- Take responsibility for their safe work practices and the safety of others.

PHYSICAL REQUIREMENTS (IF ANY):

Intermittent standing, stooping, bending, walking, and lifting. Ability to lift 25 pounds unassisted. Lifting objects over 25 pounds assisted may be required. Reasonable accommodations may be made to those who can perform the job's essential duties, as defined under this description's "Essential Duties and Tasks" section.

SPECIALIZED SKILLS, ABILITIES, AND KNOWLEDGE:

- Successful performance on pre-employment tests may be required.
- The incumbent must pass any required drug tests, alcohol tests, new hire physical examination, and background checks.
- The incumbent must maintain the confidentiality of any information encountered.
- Excellent interpersonal and verbal communication skills.
- Good understanding of general computer, marketing and design applications.
- Ability to handle cashier functions.
- Extreme level of confidentiality.

MACHINES, TOOLS, AND EQUIPMENT:

Tools and equipment could include, but are not limited to:

- Computer, basic office equipment, smartphones, tablets, and software.

QUALIFICATIONS:

- A High school diploma or GED equivalent is required.
- A degree from a vocational/technical school or university in business administration, business communications, or a similar field is required.
- A combination of education, training, and relevant experience may be considered a substitute for formal educational requirements.

This job description is not intended to be all-inclusive. An employee will also perform other reasonably related business duties as assigned by the immediate supervisor and other management as required.

❖ The Company reserves the right to revise and alter this job description as needed.

We are an Equal Opportunity Employer, Females/Minority/Veterans/Disabled/Sexual Orientation/Gender Identity.