Wheat Belt Public Power District

JOB DESCRIPTION

Job Title: **Customer Relations Specialist**		
Original Issue Date: **05-10-2022**	Revision Date: **09/28/2026**	Page **1** of **3**

General Purpose of the Position

The Customer Relations Specialist serves as a primary point of contact for customers and the public while supporting the District's billing, collections, marketing/communications, and administrative functions. This position ensures accurate financial processing, maintains effective customer communication, supports community outreach initiatives, and coordinates daily office operations. This position reports to the Manager of Public Relations.

Essential Activities and Responsibilities

Customer Service

- Serve as the primary point of contact for customers regarding account management, payments, billing questions, account changes, and other customer account-related issues.
- Explain District policies, procedures, payment options, fees, billing requirements, and account information clearly and accurately to customers.
- Assist customers with online and mobile account management, including account access, navigation, payment options, and other available digital services.
- Distribute customer outage notifications through the District's notification system, ensuring timely and accurate communication regarding service interruptions.
- Administer customer energy credit and rebate programs, including processing applicable credits and rebates, maintaining accurate records, and completing required year-end reporting.

Billing, Payments & Deposit Management

- Process and administer scheduled monthly payments, ensuring transactions are completed accurately and in accordance with established payment schedules and District procedures.
- Record, balance, and process daily deposits, including accurately entering deposit information and preparing and completing daily deposit activities, including ACH and other electronic payment transactions.
- Monitor expiring credit card information and communicate with customers regarding the need to update payment information to maintain uninterrupted recurring payment arrangements.
- Maintain accurate and complete records of customer payment activity, ensuring transactions, adjustments, payment arrangements, and related documentation are properly recorded and retained in accordance with District procedures.

Collections & Delinquency Management

- Maintain accurate and current delinquency and collection records, including monitoring outstanding balances and accounts requiring additional collection activity, and bad debt write off tracking.

- Initiate the retirement of electric service for non-payment in accordance with District policies, procedures, and established delinquency timelines.
- Process returned-payment and NSF activity, including preparing and issuing required customer notifications and completing documentation for applicable account adjustments.
- Prepare and refer delinquent accounts to the District's collection agency or notify the Customer Operations Specialist of contracts or accounts requiring courthouse filing, small claims action, or other legal remedies.

Marketing & Community Engagement

- Assist the Employee Services & Communications Administrator with the Youth Camp and Youth Tour programs by coordinating program information, communications, participant needs, and related arrangements.
- Support District involvement in school activities, educational programs, electrical safety initiatives, and school-related sponsorships.
- Support District participation in parades, fairs, community events, and other public outreach activities, including event logistics, materials, promotional items, and employee participation.
- Assist in the planning and execution of the Wheat Belt Safety Fair, including coordination of event logistics, communications, promotional materials, and participating organizations.

Administrative & Office Support

- Coordinate travel arrangements and registrations for trainings, meetings, and conferences for employees and the Board of Directors, as requested.
- Provide administrative support to management, including preparing and organizing information and documents, and assisting with administrative projects and other management needs.
- Prepare and submit monthly mailing labels and related information for District publications and magazines, ensuring accurate and timely distribution.
- Coordinate with the Nebraska Department of Health and Human Services (DHHS) regarding customer-related matters, maintaining appropriate documentation and confidentiality.
- Maintain records, calendars, and contact information for affiliated organizations, ensuring information is current and readily accessible to appropriate District personnel.
- Receive, organize, and distribute information regarding educational opportunities, meetings, conferences, and training programs to appropriate managers and employees.
- Assist with District meetings, including scheduling, meeting materials, meals, room arrangements, and other logistical requirements.
- Maintain and organize District Board policies, operating policies, and related administrative documents, ensuring current versions are readily accessible and appropriately retained.
- Manage the District's records retention program in accordance with established retention schedules and requirements.

- Monitor, maintain, and replenish general office, kitchen, and meeting supplies, ensuring adequate inventory and cost-effective use of District resources.
- Maintain the organization, appearance, and readiness of the boardroom, kitchen, coffee bar, and storage areas to support a professional environment.
- Coordinate seasonal and holiday office décor, maintaining a professional and welcoming appearance throughout District facilities.
- Other duties as assigned.

Education and Experience

- High school diploma or GED, required.
- One to three years of industry, billing, accounting, marketing, or related administrative experience preferred.

Additional Qualifications

- Knowledge of billing systems, payment processing, and collection procedures.
- Strong written and verbal communication skills.
- Proficiency in Microsoft Office and Google applications.
- Strong organizational skills and attention to detail.
- Ability to manage multiple priorities and meet deadlines.
- Team-oriented with the ability to build and maintain positive working relationships.

Employee Signature: _____ Date: _____

Managers Signature: _____ Date: _____

CEO Signature: _____ Date: _____