WHEAT BELT
PUBLIC POWER DISTRICT
wheatbelt@wheatbelt.com 308-254-5871 wheatbelt.com

POSITION OPENING:

Customer Relations Specialist

Wheat Belt Public Power District
Sidney, NE

Key Responsibilities:

- Serve as primary contact for customer accounts, billing, payments, and account inquiries.
- Process monthly payments accurately in accordance with scheduled procedures.
- Record, balance, and process daily deposits and electronic transactions, including ACH payments.
- Track expiring credit cards and contact customers to update their details to maintain continuous auto-pay service.
- Administer customer energy credit and rebate programs, maintain records, and submit annual reports.
- Maintain delinquency, collection, and bad debt records.
- Distribute customer outage notifications promptly and accurately.
- Initiate service disconnects for non-payment per District policies and delinquency timelines.
- Process returned payments, NSF activity, customer notifications, and account adjustments.
- Support District involvement with community events and activities.
- Assist in the planning and execution of Wheat Belt Safety Fair.
- Assist with District meetings, including scheduling, meeting materials, meals, and other logistical requirements.
- Maintain current records, calendars, and contact information for affiliated organizations.
- Manage the District's records retention program per established schedules.
- Maintain office, kitchen, and meeting supply inventories efficiently.

Qualifications:

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

Additional Requirements:

- 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.

We offer a professional work environment where integrity and teamwork are at the core of everything we do. Wheat Belt is committed to investing in our people through ongoing training, growth opportunities, and support for employees who want to develop their skills and advance their careers. If you're looking to join a dedicated team that prioritizes both our customers and our employees, we encourage you to apply.

This position offers a competitive wage range based on experience and education. We also provide an excellent benefits package, including medical, dental, and vision coverage, a 401(k), short- and long-term disability, and life insurance.

Please submit your cover letter and resume to hr@wheatbelt.com, by mail, or in person at 11306 RD 32, PO Box 177, Sidney, NE 69162, no later than November 13, 2026, at 3:30 PM.