Western Cooperative Electric

Manager of Member Services and Communications			
Pay Status	Salaried	Reports to	CEO/GM
FLSA Status	Exempt	Supervises	Office Manager; Communications Specialist; Billing Specialist / Key Accounts
Revision Date	09/28/2026	Normal Work Schedule	M-F 8:00 a.m. – 5:00 p.m.

POSITION FUNCTION:

The Manager of Member Services and Communications leads Western Cooperative Electric's (WCE) Member Services Department in support of the Cooperative's mission to provide reliable energy and optimum services for the betterment of its members. The position is responsible for member service, key accounts, billing and rates, distributed energy and large-load projects, economic development, communications, and community relations.

Working within established policies, budgets, legal requirements, and authority delegated by the CEO/GM, the Manager sets department priorities, coordinates work across the Cooperative, and ensures the department delivers accurate, timely, and member-focused service.

ESSENTIAL FUNCTIONS AND ACCOUNTABILITIES:

Within the guidelines of established policies, budgets, legal requirements, and authority delegated by the CEO/GM, the Manager of Member Services and Communications is responsible for the following:

DEPARTMENT LEADERSHIP AND SUPERVISION

1. Plans, organizes, directs, and evaluates the Member Services Department, and develops the procedures, service standards, and workflows that support consistent, professional member service.

2. Supervises the Office Manager, Communications Specialist, and Billing Specialist / Key Accounts employee, including assigning work, setting performance expectations, conducting performance reviews, and supporting professional development.

3. Works with the Human Resources Manager and the CEO/GM on recruitment, selection, promotion, discipline, and termination of Member Services personnel.

4. Prepares and manages the annual department work plan and budget and approves expenses within delegated authority.

5. Prepares reports, analyses, and recommendations for the CEO/GM, Executive Leadership Team, and Board of Trustees as requested.

6. Manages departmental and cross-functional projects, programs, and events, setting timelines and responsibilities, monitoring progress, and following up to completion.

MEMBER SERVICE AND KEY ACCOUNTS

1. Leads exceptional member service and serves as the management contact for complex, sensitive, or escalated member concerns.

2. Builds relationships with commercial and industrial (C&I) key accounts, serves as the Cooperative's primary contact for significant account needs, and directs a systematic key accounts program with the Billing Specialist / Key Accounts employee.

3. Coordinates with Billing, Operations, Engineering, Finance, and other employees to resolve member and key-account issues involving rates, billing, metering, power quality, reliability, and service changes.

4. Educates members and key accounts on programs, rates, energy efficiency, and services through meetings, presentations, and written materials, and tracks technology, regulatory, and industry developments that affect them.

BILLING, RATES, TARIFFS AND CONTRACTS

1. Maintains a strong working knowledge of Cooperative rates, tariffs, and billing processes, and oversees Member Services billing functions with the Billing Specialist / Key Accounts employee to ensure billing is accurate and consistent with approved rates, tariffs, and policies.

2. Leads and participates in cost-of-service studies and the development, review, administration, and communication of rates and tariffs, including how changes affect members, key accounts, billing, and operations.

3. Analyzes and clearly explains rates, billing calculations, and account impacts, and resolves complex rate and billing questions involving members, C&I accounts, and distributed energy resources.

4. Interprets tariffs, Electric Service Agreements, franchise agreements, interconnection agreements, and other member-service contracts, consulting the CEO/GM, legal counsel, or other resources when specialized review is needed, and coordinates franchise renewals with municipalities.

DISTRIBUTED ENERGY, LARGE CONSUMERS AND ECONOMIC DEVELOPMENT

1. Serves as Western's management-level contact for solar and other distributed generation (DG), overseeing the application and interconnection process and coordinating technical review with Engineering and Operations.

2. Serves as liaison among the members, Sunflower Electric Power Corporation (SEPC or Sunflower), Western personnel, and other participants on large commercial DG projects.

3. Serves as primary contact for large consumer interconnection requests, keeping projects moving and all parties informed of status, requirements, and next steps.

4. Develops and recommends strategies for new large consumers, revenue opportunities, retail wheeling, and other significant load or service opportunities.

5. Supports economic development that promotes business retention, expansion, and attraction, and builds relationships with businesses, developers, municipalities, chambers of commerce, and economic development organizations.

6. Administers the Rural Economic Development Loan and Grant (REDLG) and Revolving Loan Fund (RLF) programs.

COMMUNICATIONS, COMMUNITY RELATIONS, AND MEMBER PROGRAMS

1. Provides strategic direction and oversight for internal and external communications, including member education, marketing, social media, website, and publications, while delegating routine content development and production to the Communications Specialist.

2. Serves as Western's lead spokesperson and media contact unless otherwise directed by the CEO/GM.

3. Serves as crisis communications coordinator during major outages, emergencies, and severe weather, in coordination with the CEO/GM, Operations, and Safety.

4. Reviews and approves critical news releases, public statements, advertising, and member notices in accordance with established approval processes.

5. Directs planning and communications for the Annual Meeting, Trustee Elections, Youth Tour, Cooperative Month, and other member and community events, in collaboration with the Communications Specialist and Office Manager.

6. Oversees member programs, including energy efficiency, rebates, energy audits, and Kansas Electric Cooperatives youth and school programs, and represents Western at county fairs, trade shows, and community events.

7. Represents Western in the communities it serves, builds relationships with members, community leaders, governmental agencies, schools, and civic organizations, and coordinates with Sunflower, Kansas Electric Cooperatives (KEC), and NRECA on shared communications.

8. Conducts member surveys, polling, and market research and works with other departments to turn results into service improvements.

ADDITIONAL RESPONSIBILITIES

1. Develops and coordinates plans assigned by the CEO/GM, such as emergency response communications and avian protection.

2. Files member damage liability claims with Federated Rural Electric Insurance Exchange when assigned to the department.

GENERAL EXPECTATIONS

- Maintains confidentiality of Cooperative, employee, member, key-account, and business information.
- Maintains regular and reliable attendance.
- Attends Board of Trustees, staff, and safety meetings and required training, and stays current on industry technology, regulations, and developments through professional development.

ADDITIONAL DUTIES:

Performs other duties as assigned. This job description is not intended to cover or contain a comprehensive listing of all activities, duties, or responsibilities required of the employee. Duties, responsibilities, and activities may change at any time based upon the needs of Western Cooperative Electric.

Effective: 04/30/21; Revised: 08/27/24, 11/22/24; 09/28/2026

EDUCATION AND EXPERIENCE:

- Bachelor's degree in business administration, journalism, marketing, communications, public relations, management, or related field required. Directly related experience beyond the minimum below may substitute for the degree on a year-for-year basis.

- A minimum of five (5) years of progressively responsible experience in member/customer service, key-account management, utility services, business development, communications, or public relations is required; seven (7) or more years is preferred.

- A minimum of three (3) years of management or supervisory experience is required. This experience may be included within the years of experience above.

- Experience in an electric cooperative or electric utility environment, including rates, billing, power supply, distributed energy resources, or key-account management, is preferred.

- NRECA key-account, management, or communications training/certification is preferred and may be required as part of continued professional development.

- Knowledge of and experience with technical writing and/or grant writing is preferred.

- Must hold and maintain a valid Kansas Driver's License.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Leadership and supervisory skills, including planning, delegation, coaching, performance management, and decision-making.

- Strong member-service orientation and ability to resolve complex or sensitive issues calmly, professionally, and collaboratively.

- Excellent verbal, written, listening, and presentation skills, with the ability to tailor communication to members, employees, leadership, media, government, and business audiences.

- Ability to understand and explain electric utility rates, tariffs, and billing concepts, distributed energy resources, and interconnection requirements, and to read and administer contracts, tariffs, franchise agreements, and other legal and business documents.

- Project management and organization: ability to manage multiple projects, programs, and events at once, setting timelines and responsibilities and following up to completion.

- Analytical, research, and problem-solving skills, including analyzing data, identifying trends, preparing reports, and communicating recommendations.

- Knowledge of cooperative principles, member engagement, public and community relations, economic development, and the electric cooperative business model.

- Sound judgment, integrity, dependability, flexibility, and professionalism, including managing competing demands, meeting deadlines, working with limited supervision, and working effectively across the organization.

Effective: 04/30/21; Revised: 08/27/24, 11/22/24; 09/28/2026

- Proficiency with Microsoft Office and ability to learn Cooperative business systems, including CIS, billing, mapping, accounting, and collaboration tools.

- Ability to hold and maintain a valid driver's license.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:

This position works in both office and field/community environments. Office work is primarily sedentary and involves frequent computer, telephone, and meeting activity; field and community work may involve varying weather, utility facilities, member locations, and public events. The position requires regular local travel throughout Western's service territory, occasional overnight travel for training and conferences, and a valid driver's license. Evening, weekend, holiday, or after-hours work may be required for outages, emergencies, member meetings, and community events.

The position requires extended periods of sitting and computer use, repetitive use of hands and fingers, talking, listening, standing, walking, stooping, bending, kneeling, reaching, pushing, pulling, and driving. The employee must be able to occasionally lift, carry, and move materials or equipment weighing up to approximately twenty-five (25) pounds. Reasonable accommodation may be made to enable qualified individuals to perform the essential functions of the position.

COORDINATION:

Internally with: CEO/GM; Operations; Safety; Finance/CFO; Human Resources; Information Services; and other Western departments as needed.

Externally with: members and wholesale customers; C&I key accounts; media; municipalities and governmental agencies; community and economic development organizations; schools and civic groups; NRECA, Kansas Electric Cooperatives (KEC), and Sunflower Electric Power Corporation (SEPC); developers and solar/DG third parties; vendors and consultants; and the public.

The employee signature below acknowledges the employee's understanding of the requirements, essential functions, and duties of the position and does not create a contract of employment.

_____ _____

Employee Signature Date

_____ _____

Supervisor Signature Date

_____ _____

HR Manager Signature Date

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