

## **JOB POSTING**

Jemez Mountains Electric Cooperative, Inc is accepting applications for the position of **Project Coordinator** for the Espanola Office. The Project Manager will work with the IT Manager and with the Member Services team to facilitate special projects in the Members Services department. Will assist and train employees with the NISC project and other areas of Member Services.

**EDUCATION:** Position requires a Bachelor's Degree and 5 years related experience. Valid New Mexico Driver's license or ability to obtain prior to first day of employment required. Must be eligible to be and remain insured as a driver by the Cooperative's group liability policy for the automotive fleet.

### **ESSENTIAL DUTIES:**

#### **1. NISC Project**

- a. Jemez Mountains Electric Cooperative (JMEC) Team Leader for the National Information Solutions Cooperative (NISC) conversion project.
- b. Works with other managers to schedule business analysis and configuration sessions with NISC. Participates in all sessions to provide consistent and timely direction to NISC.
- c. Defines training requirements and schedule for Member Services. Monitors training for each employee in the department to ensure they have completed the training and can perform their duties in NISC at the time of transition
- d. Leads data validation and clean-up process for converted data with NISC. Verifies that the departments are performing validations and reporting problems to NISC for resolution. Works with Member Services to correct data related problems prior to conversion.
- e. Works with Billing to verify that all billing rates and account types have been tested and are correct.
- f. Works with NISC, JMEC IT manager and 3rd party providers to set up and test integrations, such as lockbox services, collection agencies, energy assistance agencies.
- g. Works with JMEC IT manager to define security and roles of Member Service.
- h. Coordinates the Work Management activity portion of the project with NISC and other departments to ensure that all service order types are set up and tested prior to transition, and that JMEC is taking full advantage of all automation and investment in the AMI.
- i. Coordinate transition planning, including member communications.



## 2. Cost of Service and Rate Study

- a. Familiarize oneself with JMEC's electric utility tariffs and periodic audit of Large Power Accounts.
- b. Familiarize oneself with JMEC's Rules, Advice Notices and filing of Advice notices.
- c. Gather billing and member service data for the study. Set up new reports, or refine existing ones, as needed.
- d. Work with billing system vendor to make rate and fee adjustments at the outcome of the study.
- e. Set up and test new rate structures in coordination with Billing.

## 3. Capital Credit Allocations

- a. Supports the catch-up of the capital credit allocation processes for past years so that this is accomplished prior to the transition to the NISC application.
- b. Coordinates the production and mailing of allocation notices with the billing system vendor and print services (if you mail notices).
- c. Work with Member Services to define clear procedures for setting up and managing member accounts so that duplicate numbers and addresses are not created.

## 4. Review Member Service Policies, Rules and Practices

- a. Review the deposit policy, including
  - i. The amount for residential and commercial accounts
  - ii. The criteria for waiving a deposit
  - iii. The criteria for refunding a deposit for good payment history
- b. Review the posted JMEC Rules and Policies for charging fees vs. the current practice and make them consistent. Also review the frequency of adjusting off these fees and tighten up the process, if needed.
- c. Review the Collections process and revise the timeline and approval process for write-offs.

## Skills

1. 5+ years experience in Customer Service at an equivalent-sized electric utility is strongly preferred. Banking experience in similar roles is also acceptable. Preference for direct experience in Customer Service, Billing and payment handling.
2. 3+ years supervisory or project management experience, preferably in customer service.
3. Experience in payment processing, balancing of accounts and setting up control procedures for cash handling and electronic payments.



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4. Experience leading or participating in an Enterprise Software conversion at a previous job is considered a bonus.
5. Highly proficient in Microsoft Office, Microsoft Access and other reporting tools (Crystal Reports).
6. Strong analytical and presentation skills.
7. Strong organization and project management skills.

JMEC offers a competitive salary commensurate with qualifications, along with a comprehensive benefits package.

Applications/resumes will be accepted until close of business, Monday, May 18, 2026. Please send your application materials to:

Tina Trujillo Archuleta, Manager of Administration and External Affairs  
P.O. Box 128 Española, New Mexico 87532  
505-753-2105 Ext. 1151  
505-753-6958 fax  
[ttrujillo@jemezcoop.org](mailto:ttrujillo@jemezcoop.org)