



Jemez Mountains Electric Cooperative, Inc.

Your Touchstone Energy® Cooperative



Jemez Mountains Electric Cooperative, Inc (JMEC) is accepting applications for the position of **Operations Receptionist** for the **Espanola District Office**. The Operations Receptionist will perform the necessary steps in directing incoming calls and directing in-person customers who come into the operations department on a daily basis.

Education: High school diploma or equivalent required. 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 Functions/Job Duties:

- Answers telephone and two-way radio and connects caller with the appropriate employee or takes messages when employee is unavailable.
- This list of duties and responsibilities is not intended to be all-inclusive and can be expanded to include other duties or responsibilities that management deems necessary.
- Maintains customer confidence and protects operations by keeping information confidential.
- Serves members/customers and fellow employees by providing service requested, answering questions and offering assistance.
- Processing and coordinating bills to other utilities and the general public for the use and/or damage to Cooperative facilities.
- Recording transformer, regulator, and OCR information, maintaining department records of outages and coding and entering outage information into the database.
- Coordinates the issuance of work orders between engineering and line operations. Ensure that work orders are returned with all pertinent information back to engineering.
- Coordinates the issuance of pole, transformers, and other field equipment NUMBERS and the NUMBERS are entered into the enterprise system.
- Ensures that streetlight trouble calls are active accounts PRIOR to issuing trouble tickets.
- Follows up on customer or vehicle damages to ensure the charges have a contact number and provided to the work order clerk.
- Orders engineering and line operations company apparel annually or as needed.

Experience, Training, Knowledge, Skills and Abilities:

- Must be able to keep information confidential as the situations dictate.
- Must possess communication skills to interact positively and clearly with members/customers, co-workers, and other involved parties.

- Must have a valid New Mexico driver's license.
- Must have the ability to learn and adapt to new technology.
- Must be able to work independently and assume responsibility.
- Must be able to work under pressure, perform several tasks simultaneously without becoming distressed, plan and organize work.
- Must have sound knowledge of proper and safe work practices.
- Some overtime may be required.
- Should be willing to attend courses relating to his/her area of work.

Only those candidates that possess the criteria listed above will be considered.

JMEC offers a competitive salary commensurate with qualifications, along with a comprehensive benefits package. For more information on the position please contact Deborah Leyba.

Applications will be accepted until the position has been filled.

Please visit www.jemezcoop.org to obtain an employment application and submit along with your resume and letter of interest to the address below.

Attn: Deborah Leyba, Human Resources
P.O. Box 128 Española, New Mexico 87532
505-753-2105 Ext. 1117
debleyba@jemezcoop.org