

# Consumer Service Representative I (CSR I)

Are you a customer service professional who thrives on helping others and making a positive impact in your community? Are you looking for a stable, growing organization that values collaboration, innovation, and a healthy work-life balance? If so, we'd love to meet you!

Corridor Energy Cooperative is seeking a Consumer Services Representative to join our dedicated team in Marion, Iowa. In this role, your reliability, communication skills, and attention to detail will be essential in supporting our members and maintaining our reputation for outstanding service. If you enjoy variety in your workday, tackling challenges with a positive attitude, and contributing to a fun, team-oriented workplace, this is the perfect opportunity for you.

## Essential Duties and Responsibilities

- Greet visitors, answer incoming calls, and assist members with routine account questions
- Process member payments, balance cash drawers, prepare deposits, and maintain payment records
- Update member account information and assist with billing adjustments, payment arrangements, and service requests
- Support members with online account access and mobile application navigation
- Maintain accurate records, scan documents, and ensure compliance with cooperative policies and Iowa Utilities Commission regulations
- Assist with mail processing, reports, training, and other departmental duties as assigned

## To be successful in this position, you will have:

- High school diploma or equivalent required
- Minimum of one (1) year of customer service or public contact experience required
- Utility, financial services, or office administration experience preferred

## Must also possess the following knowledge and experience:

- Strong customer service and interpersonal communication skills
- Attention to detail and accuracy with financial and account information
- Basic computer proficiency and ability to learn billing and customer information systems
- Ability to stay organized, manage multiple tasks, and meet deadlines
- Professionalism and sound judgment when working with members in sensitive situations

## **What We Offer**

- Member-owned, community-focused organization
- Competitive pay and comprehensive benefits package
- Easy-going, casual work environment
- Collaborative and supportive work environment
- Opportunities for professional development and training
- Excellent work-life balance

**Starting wage range:** \$20.50 – \$24.60 per hour

**To apply, please submit a resume and cover letter to [recruiting@corridorenergy.coop](mailto:recruiting@corridorenergy.coop).**

**Corridor Energy Cooperative is an equal opportunity employer and a drug-free workplace.**