

Title: Members Services Assistant
Department: Member Services
Classification: Hourly, Full Time, Non-Exempt
Reports To: Director of Member Services

Job Summary:

Effectively assists with member communication and education activities for the Cooperative and efficiently coordinates events to enhance the Cooperative's role and image within the community. Provides organizational support to internal staff and administrative assistance to the Board of Trustees.

Essential Duties/Responsibilities:

Member Services:

- Assists with creating, reviewing, and publishing content for internal corporate communications and external member messaging:
 - Internal: Memos, job openings, company news, employee newsletter.
 - External: Bill inserts, social media posts, centerspread for Kansas Country Living magazine, news releases and ads for area newspapers/radio stations
- Acts as a primary coordinator for the following Cooperative-sponsored youth programs in our service territory:
 - Kansas Electric Cooperatives Youth Tour for high school juniors
 - Safety Poster contest for third graders
- Helps plan and facilitate all other major projects during the year, including Trustee Elections, Annual Meeting, Member Appreciation Month, Co-Ops Vote, Member Safety Demonstrations, Company-sponsored employee volunteering, and any other member-facing events.
- Provides other day-to-day support including:
 - Backup to Member Service Representatives by answering member calls during high-volume and short-staffed periods.
 - Coordinating application processes for member-owned and Community Solar Programs.
 - Covering for the Communications Specialist as needed.
 - Fielding requests and maintaining documentation for Donations and Advertising budget administered by the department.
 - Initiating contact and preparing and maintaining documents for Franchise Agreements with the cities served by the Cooperative.
 - Reviewing area newspapers and information made available by local economic development organizations for relevant content.
 - Assisting with the periodic annual update of the Emergency Restoration and Hazard Mitigation Plans.
 - Supporting the Member Services Director in meeting the needs of other departments.

Organizational Support:

- Plans meals for Safety, Board, and Employee Training meeting days.
- Provides administrative assistance to the Board of Trustee and Senior Management by preparing and organizing documents, coordinating travel arrangements and registrations, and acting as a Board liaison.

Please note this job description is not designated to cover or contain a comprehensive listing of activities required of the employee for this job. The above-listed duties are essential responsibilities of this position and do not include marginal functions that are incidental to the performance of the fundamental job duties. The scope and duties of this position may change at any time with or without notice based on the business needs of the Cooperative. The basic requirement of every position is to perform all tasks as assigned by the supervisor.

Minimum Job Requirements:

- Degree in Communications, Marketing, or related field is preferred. Years of relevant experience might be considered in lieu of a degree.
- Proficiency in Microsoft Excel, Word, and Outlook. Experience in various content publishing products, such as Adobe InDesign/Illustrator/Photoshop, Canva, etc. is preferred.
- Effective verbal and written communication, with the ability to effectively tailor messages as needed for all organizational levels and members.
- Excellent organizational and time management skills, coupled with attention to detail and a strong ability to learn quickly.
- Aims to consistently deliver high-quality work. Proactive in seeking additional tasks during downtime.
- Consistently maintains a professional demeanor, exhibits a positive attitude, and works effectively both independently and as part of a team.
- Fosters good working relationships with both internal staff and external stakeholders.
- Committed to uphold the Seven Cooperative Principles and adhere to Prairie Land's Core Values.

Requirements are subject to possible modification to reasonably accommodate individuals with disabilities, with limitations depending on risk to the health/safety of the employee or others.

Working Conditions:

Work is performed in an office, which is a controlled environment.

Physical Demands:

While performing the duties of this job, the employee is regularly required to sit; use hands to handle or feel, talk, and hear. The employee is frequently required to reach with hands and arms, stand, walk, stoop, kneel, or crouch. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. The employee regularly views printed ledgers, printed reports, invoices, and timesheets.

PLEC Core Values:

Safety	Hold our employees to the highest safety standards to provide a safe working environment at all times.
Respect	Be professional and considerate in all situations.
Integrity	Act with honesty and transparency in all we do
Unity	Show commitment, dedication, trustworthiness, selflessness, and dependability while working together to achieve our mission.
Accountability	Hold ourselves and others accountable while inspiring others to achieve the highest standards.