

CUSTOMER RELATIONS MANAGER

Heartland Consumers Power District is seeking a customer-focused professional with electric utility experience to serve as customer relations manager. Heartland provides wholesale electric energy to municipal electric systems in the Midwest.

Based in Madison SD, you will be part of a strong team of energy professionals. You will serve as the first point of contact for customers, building relationships with their employees, governing boards and city commissions. You will provide expertise in the areas of electric utility administration and operation and communicate the value locally-owned, not-for-profit, public power brings to the community.

The customer relations manager is responsible for assisting customers with state and federal reporting, helping coordinate customer events, promoting Heartland customer programs and helping customers set rate structures.

Qualified candidates will have:

- Strong analytical skills to assist in the areas of electric utility administration and operation.
- Demonstrated experience in electrical rate structure and analysis.
- Excellent communication skills
- Broad knowledge of utility operations
- Experience with Microsoft Office Suite and computer technology.

Qualified candidates will be energetic self-starters with a customer-focused mentality and will have a degree preferably in an electrical technical field, along with 7+ years of experience in the electric utility industry. Qualified candidates will also possess excellent interpersonal skills and should anticipate speaking in public, frequent travel, and occasional evening meetings. Experience performing energy audits, customer service experience and a record of active community involvement are a plus.

Heartland offers competitive pay along with a comprehensive benefit package including:

- Retirement Pension
- 401(k) with Company Match
- Medical, Dental, and Vision Insurance
- HSA
- Life and Disability Insurance
- Paid Vacation, Sick, and Holidays

To learn more about Heartland and this position, you can access the full job description and our electronic application by visiting <http://www.hcpd.com/contact-us/jobs>. Questions can be directed to hr@hcpd.com.

Applications will be accepted through October 19, 2018.

Heartland is an equal opportunity employer.