



Jemez Mountains Electric Cooperative, Inc.

Your Touchstone Energy® Cooperative 

JOB POSTING (Internal Only)

Jemez Mountains Electric Cooperative, Inc is accepting letters of interest/resumes for the position of **Engineering Receptionist for the Espanola District Office**. The Engineering Receptionist will perform the necessary steps in directing incoming calls and directing people who come into the engineering/operations department directly. Will also provide a variety of secretarial and administrative activities for the engineering department including the preparation of correspondence reports and maintenance of files.

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:

- Answers telephone and two-way radio and connects caller with the appropriate employee or takes messages when employee is unavailable.
- Assists during outages by answering phone, documenting outage information and relaying information to crews and other necessary management personnel.
- Maintains customer confidence and protects operations by keeping information confidential.
- Maintains member/customer files when new service, upgrade or retirement is initiated.
- Serves members/customers and fellow employees by providing service requested, answering questions, and offering assistance.
- Works with the meter department with the filing of cards for new meters/meter change outs and must also keep accurate files of each.
- Serves as a backup and must perform complete job duties during breaks, training, and other absences of the Operations Receptionist.
- Keeps accurate files for new services, retirement and/or upgrades for the Staker Estimators.
- Performs other duties from time to time within the realm of the classification and qualifications.

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, and co-workers.
- 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 and plan and organize work.
- Must be able to operate modern office equipment such as a personal computer, typewriter, copier, and fax machines.
- Must be able to answer multi-line phone system.
- Must have sound knowledge of proper and safe work practices.
- Normally have regular hours of work with variable volume of activity.
- Some overtime may be required.
- Must possess a working knowledge of Cooperative's Service Rules, Regulations, rates, and Policies.
- Should be willing to attend courses relating to his/her area of work.

Letters of interest/resumes will be accepted until filled and should be sent to:

Tina Trujillo Archuleta, Manager of Administration and External Affairs
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