

Customer Service Representative (CSR)

Se-Ma-No Electric Cooperative is seeking a friendly, dependable, and detail-oriented **Customer Service Representative (CSR)** to join our team.

Position Summary:

The Customer Service Representative serves as the primary point of contact for our members, providing exceptional service by answering questions, processing payments, handling service requests, and supporting daily office operations.

Key Responsibilities:

- Assist members in person, by phone, and electronically
- Process payments, service orders, and account inquiries
- Respond to outage calls and relay information accurately
- Maintain accurate member records and documentation
- Provide professional, courteous service

Qualifications:

- High school diploma or equivalent
- Strong communication and customer service skills
- Basic computer and data entry proficiency
- Ability to multitask and work in a fast-paced environment
- Previous customer service experience preferred (utility or cooperative experience a plus)

How to Apply:

Applications are available at our office or to download from our website @

<https://www.semano.com/employment-opportunities>.

Applications must be submitted by **March 13, 2026**.