

Western Iowa Power Cooperative

Position title: Cashier

Date prepared: February 20, 2025

Location: Denison, Iowa

Position Type: Full Time

Western Iowa Power Cooperative (WIPCO), an electrical utility cooperative dedicated to providing reliable energy to its members, is seeking a full-time **Cashier** to join our team. This full time position is based at our Denison office.

Key Responsibilities:

As a Cashier, you will serve as the first point of contact for our members and visitors while performing a wide range of administrative and customer service tasks, including:

Customer Service

- Answer phones and greet visitors.
- Assist members with billing questions, account changes, payments, rebates, and other inquiries in person, by phone, or via email.
- Direct inquiries and visitors to the appropriate department.

Daily Office Operations

- Process daily deposits, bank statements, and payment batches.
- Balance online payment systems and resolve discrepancies.
- Assist in preparing and mailing billing statements, past-due notices, and other communications.

Account Maintenance

- Manage past-due and inactive accounts, set up payment arrangements, and track payment extensions.
- Maintain and update member records, including budget billing and membership documents.

Administrative Support

- Assist with reports, newsletter location numbers, and membership updates.
- Handle miscellaneous office tasks, such as maintaining organized files, decorating the front lobby for seasonal events, and assisting with events.
- Support billing processes, energy adjustments, and member service orders.

Qualifications:

The ideal candidate will have:

- Strong computer skills, including proficiency with Microsoft Office products.
- Excellent verbal and written communication skills, with a strong command of grammar.
- The ability to manage multiple tasks in a professional, fast paced environment.
- A high school diploma or GED (required).
- Strongly Preferred: Bilingual skills (Spanish English) and prior customer service experience.

Reporting Structure:

This position reports to the Director of Finance and Administrative Services.

Compensation & Benefits:

Western Iowa Power Cooperative offers competitive compensation and benefits package, including:

- Comprehensive benefits, including medical, dental, disability, life, and business travel accident insurance.
- Retirement plans, including a 401(k) plan and a defined benefit pension plan.
- Paid time off (PTO) and holiday pay, ensuring work-life balance.

How to Apply:

Send your cover letter and resume to:

Stephanie Wiese, PO Box 428, Denison, Iowa 51442, or email: stephanie.wiese@wipco.com.

Application deadline: Open until filled.

WIPCO is an **equal opportunity employer** and welcomes applicants of all backgrounds to apply.