



SUPERVISOR OF CUSTOMER SERVICES/FIELD OPERATIONS

BLUE RIDGE DISTRICT
FRONT ROYAL, VIRGINIA

EDUCATION:

Associate Degree or equivalent experience required.

EXPERIENCE:

Six to eight years of progressively responsible related experience with Customer Service including supervisory responsibilities and experience in Customer complaint resolution and home energy auditing.

JOB KNOWLEDGE:

Must have a general knowledge of the operation of a rural electric distribution cooperative and a commitment to the cooperative principles. Must have a thorough knowledge of the electronic Meter Reading system and have basic understanding of electricity, the National Electric Code, and home building construction procedures. Must be able to trouble-shoot home electrical systems, heating and cooling equipment, and common electrical appliances. Basic computer skills required.

ABILITIES AND SKILLS:

Must be able to work well with Company customers and the general public in groups and individual situations. Must be able to efficiently supervise personnel. Must be able to work alone and set own schedule and be able to use various electrical testing instruments associated with energy auditing of Customer's home. Must have a valid Virginia Driver's License.

WORKING CONDITIONS:

Must be willing and able to work in all weather conditions. Job requires constant exposure to traffic, dust, insulation and dogs. Various aspects of the job require evening, weekends, and holiday work.

CONTACT: VIRGINIA EMPLOYMENT COMMISSION BY 5:00 P.M., SEPTEMBER 6, 2010.

**Fredericksburg VEC
Job Services
4512 Carr Drive
Fredericksburg, VA 22404
Phone (540) 898-3800**

**Culpeper VEC
Job Services
529 Meadowbrook Shopping Center
Culpeper, VA 22701
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