



Meet Your SEC Employee: Lisa Wilmouth



Lisa Wilmouth
Lead Customer Service Representative
10 years of service
Altavista Office

By Mark Thomas, Community Relations Coordinator

Lisa Wilmouth is familiar with many of the Southside Electric Cooperative (SEC) members who come to her window or she talks with on the telephone.

She knows their names and some of what's going on in their lives, and, likewise, they know about Wilmouth. They talk about interests and laugh together. Wilmouth and the members are comfortable with each other.

"I really love the interaction with my customers. A large majority of them I know by name, and, over the years, I've built a rapport with them," says Wilmouth, a lead customer service representative in SEC's Altavista office. In September, Wilmouth, who describes herself as a "people person," will celebrate 10 years with SEC.

Now, obviously, there are times when work has its challenges. A member might be upset about a bill or the possibility of having the power shut off.

"I try to put myself in their position to understand their side of it, and also uphold the regulations of Southside, and come to a mutual agreement," Wilmouth says.

She adds that people occasionally just need to vent some frustration, and then they're fine.

One key to Wilmouth's ease with customer service goes back to her years of experience in the field before coming to the Cooperative. She had more than 20 years of experience in customer service in insurance, banking and at several retail stores. She also worked a short time at a bowling alley, assigning lanes to bowlers, getting their shoes and resetting the pins if the machines weren't working.

Wilmouth says the opportunity to learn something new brought her to SEC. She didn't have any experience in the electrical industry. Wilmouth is glad she's here, partly because of her coworkers. She notes that everyone in the Altavista office is willing to help each other.

"I love the annual meeting. It's work, but it's also a fun day for us," Wilmouth says. She likes getting to see many of the same people year after year and meeting people she's only talked with over the telephone.

Wilmouth grew up in Keysville and earned a certificate in information systems technology from Southside Virginia Community College and an associate in business administration from National American University.

She now lives in the Rustburg area with her "fur child," 8-year-old Cricket Ann, her tuxedo cat. "I've got plenty of pictures," she laughs.

At home, Wilmouth has a special room for one of her loves — crafts. She makes wreaths, Christmas decorations, flower arrangements and centerpieces, decorative glass blocks, snowmen from patio pavers and more. Just give her a photo of something and Wilmouth can make it. She hasn't taken any formal craft classes, instead teaching herself with a little trial and error along the way. Crafts provide an outlet for stress relief.

"I like to see the end result," she says. Her other interests include Pinterest, shopping for purses and shoes, and getting away to Topsail Beach in North Carolina and the Gatlinburg/Pigeon Forge area in Tennessee.

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