



Meet Your SEC Employee: Tracey Seamster



Customer Service Representative

8 years of service

Dinwiddie Office

By Lauren Irby, Communications Specialist

Members visiting our Eastern District Office have come to expect being greeted by Tracey Seamster's smiling face.

Based out of Dinwiddie, Seamster has served as a customer service representative at Southside Electric Cooperative (SEC) for eight years. Her responsibilities include assisting members with bill payments and service questions, answering the phone, issuing work orders and mailing out member packets.

“The friendships that you make with the members are very rewarding,” she explains. “Members come in every month and ask about my daughter; they know her by name.” The friendships she has formed with other employees is also beneficial. “It makes the day enjoyable to work with people you like working with; it makes the day go by fast.”

The most rewarding aspect of her job is that “sometimes you have people who come in that are very upset. But, by the time they leave, we have helped them figure it out,” she adds. “We also do a lot of problem-solving during the wintertime, finding the cause of higher bills to help members.

“I try to put myself in their shoes. If I were calling, I would like to get my issue resolved and be able to feel relaxed about it. I want members to get that same feeling.”

Seamster says the most challenging aspect of her job is working during outages. “We have gotten so accustomed to the luxury of electricity. My husband, Brandon, is a lineman at Dominion Energy. So, we sometimes don’t have power ourselves, but still need to come to work. I think some of the complaint calls don’t realize that we are in the same boat!”

She shares a story about their wedding in 2011 when Hurricane Irene came through the weekend before. “I was worried that he would still be working outages, but he worked until the morning we left. The weather the day of the wedding turned out to be perfect.”

Before her arrival at SEC, she worked in the banking field. “I’ve worked at two different banks since I’ve been out of high school. My current position has similarities to when I worked as a teller — working with money, opening accounts and helping members.”

Seamster and her husband live in Blackstone. Their daughter, Zoe, just turned 1. She loves spending time with family, visiting the beach and she loves to run. “I love to run races with family and friends. I’ve done about 25 of them, about five a year.”

Seamster ran a half marathon in Las Vegas while three months pregnant. “At the time when I registered, I didn’t know I would be pregnant,” she laughs. “It was raining and there were 70-mph winds, so it was not ideal. But, I definitely want to do that race again!”

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