

ALBEMARLE ELECTRIC MEMBERSHIP CORPORATION

JOB DESCRIPTION

TITLE: Member Services Representative

DEPT: Member Services

FMLSA: Non-Exempt

REPORTS TO: Supervisor of Member Services

Albemarle Electric Membership Corporation (Cooperative) is an electric distribution cooperative that strives to safely deliver reliable power and related energy solutions to our members and local communities by providing the highest value through service excellence.

Job Summary: The Member Services Representative (MSR) will provide superior quality customer service by providing professional, courteous, and knowledgeable responses to the Cooperative members and public. They will promote a positive Cooperative image while responding to member and public inquiries regarding services, payments, and outages.

Supervisory Responsibilities: No Supervisory Responsibilities

Duties / Responsibilities:

1. Answer member and the public's questions in a calm, professional and courtesy manner.
2. Be knowledgeable in the Cooperative's services and products. This includes but is not limited to:
 - 2.1. New service, outages, disconnects, service orders or account closures.
 - 2.2. Billing programs including payment schedules and assistance/arrangements, Operation Roundup
 - 2.3. Security Deposits
 - 2.4. Service Rules and Regulations
 - 2.5. Capital Credits
 - 2.6. Rate schedules, service fees.
 - 2.7. Meter readings
3. Make independent decisions and maintain confidentiality as required by the Cooperative's guidelines.
4. Answer all incoming public phone lines in a calm, professional and courteous manner, routing calls to the proper employee or assisting the caller with their inquiries. Assist calls concerning outages and service in a professional and calm manner, gathering all information necessary.
5. Monitor and respond in a timely manner to all company emails including but not limited to personal work emails, members and public emails coming in from Cooperative Response Center (CRC) or emails sent to the Cooperative Customer Service inbox.

6. Process all mail, credit cards, over the counter, and night deposits in a timely and accurate manner. Research returned mail, making corrections, and resending when necessary or forward to the correct department.
7. Open, balance and close your cash drawer daily and accurately.
8. Ensure that all Member Service reports, files, and transactions are completed accurately and in a timely manner.
9. It is mandatory to demonstrate a high level of Attention to Detail. Ensure that all information is processed accurately and according to Cooperative standards.
10. Immediately notify the Supervisor of Member Services of any operational or personnel issues including but not limited to monetary discrepancies, volatile or unresolved member situations, or difficult payment arrangements, so that corrective actions may be taken.
11. Perform new member orientations. This may include but is not limited to welcoming the new member to the “co-op way of life” in a positive, professional manner; performing a credit check, determining security deposit, preparing, and sending or giving a new member packet, setting up new service orders that include location information.
12. Email all service orders to the Dispatcher so information may be sent to the appropriate employees and/or departments. Maintain knowledge of each aspect of the order from opening to closing so that each order is completed entirely in an accurate and timely manner.
13. Enter outages in the calls manager system. Maintain a calm demeanor and ask necessary questions when gathering information or relaying information.
14. Assist dissatisfied members, listen carefully using all knowledge of Cooperative policies, procedures, and practices and current conditions to attempt to inform the member. Explain and answer the complaint with concern, knowledge and understanding. When you are unable to satisfactorily resolve a complaint, refer the member to the Supervisor of Member Services or if unavailable, the Manager of Finance & Member Services.
15. Maintain a high business ethics regarding all information as confidential. Maintain a constant awareness of privacy issues and “Red Flag” warnings concerning Identity Theft.
16. Assist members who need financial assistance with their bill by giving contact information to agencies that may be able to help.
17. As a member of the Cooperative team, you are expected to provide information and attend meetings as instructed by management. These meetings will include, but are not limited to, the Annual Meeting, safety meetings and training, and employee meetings and training.
18. All employees shall be trained in and familiar with all Cooperative safety-related work practices, safety policies, procedures and requirements. This includes but is not limited to alcohol and drug testing, CPR and first aid training, May-Day procedure, and the Cooperative’s Emergency Action Plans.

19. It is the employee's responsibility to work in a safe manner following the practices, procedures, and instructions set by the Cooperative and management team.
20. The employee may be asked to perform other related duties assigned by management that are not listed.

Skills / Abilities:

1. High School Diploma or General Education Development (GED) Certification preferred. Experience and training may be accepted in lieu of education requirements.
2. Three years of Cooperative experience in customer service preferred. Other customer service experience may be considered.
3. Must have strong proficiency in computer skills to include Microsoft Office and Excel, along with the ability to learn other programs. Prior Meridian experience is preferred but not mandatory.
4. Have experience and the ability to accurately work with money, type proficiently, and use a calculator, cash register, and multi-line phone system.
5. Essential job functions will require the ability to complete simple math, read, write, verbally communicate accurately, and understand other's directives and responses.
6. Must be able to report to work in all weather conditions, which may include around-the-clock operations. They will be expected to assist as needed during a large-scale outage or emergency, helping with any task deemed necessary and safe by management.
7. All employees should have the ability to arrive at the Cooperative office within 45 minutes of an emergency call by the management and be able to work during adverse weather conditions.
8. Ability to work independently with minimum supervisor or in a group environment.
9. Essential job functions require the ability to complete tasks while sitting, walking, use hands, bending, kneeling, stooping, crawling, pushing, pulling, carrying, lifting, stretching, climbing, and use fingers to type, feel, and reach, also may be required to lift up-to 25 pounds.
10. Able to participate and successfully pass drug, alcohol screening, background check, and credit check as required by Cooperative policies.
11. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this position.

NOTE: This job description is not intended to be all-inclusive. All employees may be asked to perform other duties as needed to meet the ongoing needs of the Cooperative and its members.

Albemarle Electric Membership Corporation is an equal opportunity employer and will consider all applications without regard to race, sex, color, age, religion, national origin, protected veteran status, disability, sexual orientation, gender identity, genetic information or any characteristic protected by law.