



## **Position Title: Member Services Representative**

### **Position Summary**

Responsible for delivering the highest level of service to all Members. This includes but is not limited to the opening and ending of service, billing inquiries, account changes, and assisting with the management of individual accounts.

### **Organizational Dimension**

Work with Member Services Representatives (MSRs) and other Cooperative staff to address service issues.

### **Duties and Responsibilities**

The following is a comprehensive list of the duties and responsibilities associated with this position:

- Read, understand, and comply with Cooperative Tariffs and Employee Handbook/Policy Manual.
- Assist members on the telephone or in person with all aspects of his/her concern.
- Open and respond to Member correspondence.
- Make legal changes to accounts per divorce, death, marriage, and ensure that all legal documents are scanned into the correct account.
- Assist members with helpful tools to calculate costs of use and gain understanding of how his/her account works.
- Ensure that all Member Services are delivered in a timely and professional manner.
- Maintain an in-depth understanding of the billing and service order software system with respect to Member service activities.
- Must have an understanding of requirements associated with new construction of electric distribution facilities with respect to easements and coordination with engineering.
- Ability to offer advice on power usage and power conservation measures.
- Knowledge of program and incentives to encourage the efficient use of electric services.
- Generation of service orders that detail type of work needed to be done so that service crew may quickly and efficiently respond.
- Maintain proper records on Member contact and validate Member information.



- Correction of Member billing and issuance of corrected statements.
- Assist members who request and qualify for payment assistance with the scope of the cooperative operating policy.
- Process returned payment in accordance with Cooperative policy.
- Prepare notices to Members that have payment returned, set up deferred payment arrangements; contact Members to correct credit card information when payment is returned due to bad card information.
- Maintain work environment in a professional manner.
- Perform any and all other functions and requirements of the position as may be from time to time deemed necessary by the Member Services Manager.

### **Position Requirements**

- **Education**  
Minimum of a High School Diploma or equivalent.
- **Experience**  
Less than one year experience
- **Job Training**  
On-going training in customer service and computer skills.

### **Abilities and Skills**

The following have been ranked the most critical skills associated with this position:

- **Communication Skills** - communication is the key aspect of the MRS position. It is the most important aspect of representation of the Cooperative.
- **Computer Skills** - Good navigation and understanding of computers is helpful in managing information to assist members in an accurate manner.
- **Analytical Skills** - This is necessary to accurately calculate usage and costs for Members.
- **Influencing Skills** - Problem solving, helps Members understand many different aspect of their electrical account.
- **NIA**

### **Physical Demands**

(Scale: Rarely = Less than 5%, Occasionally = 5% - 25%, Frequently = More than 25%)

- **Heavy lifting or moving of materials:** N/A Up to 10 pounds or less
- **Operates Equipment:** Rarely
- **Operates Office Machines:** Frequently - PC's, copy, fax machines, mail sorter, 10-key, telephone



- **Standing:** Rarely
- **Walking:** Occasionally
- **Awkward Position (stooping, bending etc.):** Rarely
- **Climbing Maximum:** N/A - N/A feet maximum height.
- **Eye-hand Coordination:** Rarely
- **Location:** Indoor 98% of time, Outdoor 2% of time
- **Work Conditions:** Very little overtime, only as needed.

All qualified candidates are encouraged to submit their application/resume to the Human Resources Department by May31st, 2019.

You may email your submission to [careers@tcectexas.com](mailto:careers@tcectexas.com) or send to the address listed below:  
Tri-County Electric Cooperative, Inc. Attn: Human Resources 600 NW Parkway Azle, TX 76020

