

**POSITION TITLE: MEMBER SERVICES REPRESENTATIVE  
DUNN/FAYETTEVILLE**

**REPORTS TO:** Supervisor of Member Services  
Manager of Member Services

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**1- OBJECTIVES**

- (a) To provide effective and professional member/customer service on a day-to-day basis. To contribute efficient, accurate and courteous service that will increase satisfaction and promote goodwill between the Cooperative and its members.
- (b) To gain knowledge of all areas concerned with member accounts, including: billing, service requests, account adjustments, payment arrangements, payments, capital credits, deposits, prepaid electric service, rates, letters of credit, memberships, and ancillary products and services offered by South River Electric Membership Corporation.

**2- RESPONSIBILITIES AND DUTIES**

Below is a list of typical duties of which the Member Services Representative will be accountable/responsible. This list is not intended to include all responsibilities of this position, but an outline of tasks indicative of the overall function of this job.

Responsibilities including, but not limited to:

- (a) Assist and greet customers/members and the general public upon entering the facility;
- (b) Developing and maintaining positive member relations through courteous and efficient service to members; including, but not limited to:
  - Accurate accounting records and bills;
  - Collecting/posting payments correctly;
  - Address/member information updated as needed;
  - Providing accurate account adjustment information as needed;
  - Timely responses to member inquiries and complaints;
  - Updating and maintaining cashier reports, daily and monthly;
- (c) Processing new service request and initiating work orders for the provision of services for consumers/members and follow-up on all orders generated;
- (d) Being familiar with programs offered to the consumers/members and collecting needed information to enroll the consumers/members into such programs;

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- (e) Be cognizant of all processes, procedures and guidelines in the member/customer service area. Including, but not limited to:
  - Pledge agencies
  - Arrangements
  - Establishing new accounts
  - Disconnection of service
  - Deposits
  - Connection of service
  - Associated fees
  - Notating accounts
  - Service Orders
  - Collection of documents
- (f) Communicate beneficial electricity use and ways to conserve;
- (g) Prepare assigned reports;
- (h) Provide assistance to other member/customer service personnel and help maintain good employee morale;
- (i) Complete annual personal and departmental goals;
- (j) Must be able to account for daily and monthly cash receipts and balance cash to records;
- (k) Participate and assist with the Cooperative's annual meeting;
- (l) Be acquainted with South River Electric Membership Corporation's service rules and regulations, rates and bylaws;
- (m) Must know how to utilize member/customer information and billing software and have the ability to explain/solve member bill issues that arise;
- (n) Report problems and conditions promptly, which warrant immediate resolution;
- (o) Adhere to schedules and deadlines for assigned work;
- (p) File, maintain records and uphold confidentiality and security;
- (q) Understand and personally perform all duties in accordance with applicable safety and Cooperative policy manuals, as well as report to Supervisor hazardous conditions and needed maintenance in the office;
- (r) Performance of related duties as assigned or necessary.

### **3- RELATIONSHIPS and CONTACTS**

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Provides and acquires information and assistance necessary to assure the achievement of goals by the department and the Cooperative.  
Establishes and maintains including, but not limited to, the following contacts and relationships for the purpose of coordination and communication.

(a) Internal

- Supervisor of Member Services (Fayetteville)
- Manager of Member Services
- VP of Member Services and Public Relations
- Make contacts to satisfactorily carry out the responsibilities of this position.

(b) External

- Members of South River EMC; community at large, visitors and vendors.

#### **4- EDUCATION**

High School Diploma or equivalent required; A minimum of a two (2) year Associate's Degree in Business Administration or related field, preferred.

#### **5- EXPERIENCE**

Should include direct contact with customers, either by phone, email or in person. Previous cashier or customer service experience, helpful. Also, helpful to have utility experience or a thorough understanding of a utility, especially a cooperative.

#### **6- JOB KNOWLEDGE**

Knowledge of service area is desirable. Computer proficiency required. Must have full knowledge of the Cooperative's programs, processes, rules and regulations needed to effectively perform this job.

Employees working in this capacity will receive a designation of Member Services Representative (MSR) 1, (MSR) 2 or (MSR) 3, dependent upon the individual level of expertise.

- MSR I - The employee must be able to perform 80% of the position's assigned responsibilities (Section 2-Responsibilities and Duties).

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- MSR 2 - The employee must be able to perform 90% of the position's assigned responsibilities.
- MSR 3 - The employee must exhibit the ability to perform 98% of the position's assigned responsibilities.

**7- ABILITIES AND SKILLS**

Must be able to maintain complete confidentiality in the performance of duties and responsibilities of the job. Must have good written and oral communication skills, good decision-making skills, good mathematical skills, and be able to handle multiple tasks at one time. Must have considerable skills in effectively dealing with a variety of people under different and sometimes difficult circumstances. Must have determination and an ability to work independently. Must be proficient in the use of a computer, have experience with Microsoft Office and have good general business acumen.

**8- QUALITIES AND ATTRIBUTES**

Must be professional, dependable, punctual, courteous, have a positive attitude and be flexible. Must have personal integrity and be a team player.

**9- PHYSICAL REQUIREMENTS**

Required to pass a physical examination and drug test when employed. Must have the physical ability to perform the essential functions, duties and responsibilities of the job, which include, but are not limited to: seeing, hearing, walking, sitting, bending, lifting and/or carrying loads averaging 20 pounds.

**10- WORK CONDITIONS**

Normal office conditions. Must be available to work extra hours when necessary. Must be available for occasional scheduled after-hours training. May have to work a different schedule outside of the standard 8:00 A.M. to 5:00 P.M. schedule.

**REMARKS**

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The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. In order to ensure maximum flexibility and efficiency and encourage cross training additional functions and requirements may be assigned by a supervisor/manager as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.

Approval Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Revised: April 23, 2013

Revised: August 1, 2016

Revised: April 19, 2017

Reviewed: November 2018

Reviewed: July 2019

Reviewed: February 2021 (PFA)

Revised: June 18, 2021