



Position: Member Services Representative (MSR)

Shift: Monday- Thursday 7:30 am to 5:30 pm

FLSA Designation: Non-Exempt

Location: Seymour (2 open positions)

Position Summary

Responsible for delivering the highest level of service to all member-owners. 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.

Essential Job Functions:

- Read, understand, and comply with Cooperative Tariffs and Employee Handbook/Policy Manual.
- Assist member-owners on the telephone, email or in person with all aspects of his/her concern.
- Open and respond to member-owner correspondence.
- Make legal changes to accounts per divorce, death, marriage, and ensure that all legal documents are scanned into the correct membership/account.
- Assist member-owners with helpful tools to calculate costs of use and gain understanding of how his/her account works.
- Ensure that all Member Service concerns/requests 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-owner contact and validate member-owner information.
- Correction of member-owner billing and issuance of corrected statements.

- Assist member-owners 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 member-owners that have payment returned, set up deferred payment arrangements; contact member-owners 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 a Member Service Lead, Member Services Manager or Management team.

Position Requirements

- Education Requirements:
 - 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.
- 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 member-owners in an accurate manner.
- Analytical Skills – This is necessary to accurately calculate usage and costs for member-owners.
- Influencing Skills – Problem solving, helps member-owners understand many different aspects of their electrical account and available cooperative resources.

Relationships:

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

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 January 4, 2021.

You may email your submission to careers@tcectexas.com or send to Tri-County Electric Cooperative, Inc. Attn: Human Resources 200 Bailey Ranch Rd, TX 76020.