



Position: **Senior Lead Member Services Representative (MSR)**

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

FLSA Designation: Non-Exempt

Location: Aledo

Position Summary

Responsible for supporting the MSR Lead in Aledo with all aspects of member services functions, as well as, performing office and administrative duties. Work with Meridian and TCEC policies and delegating responsibilities with respect to collections, walk-in, email and telephone support to member-owners, as necessary.

Essential Job Functions:

- Support and assist all MSR Leads with all procedures, team assistance and member-owner assistance.
- Address all issues elevated to MSR Leads by team members, either via telephone, email or in-person.
- Assist as a liaison between Senior Director of Member Services and MSR Leads regarding policies and team satisfaction between all offices.
- Ensure MSR's are on task and updated regarding all policies and procedures.
- Address meter tampering procedures and updates on member-owner accounts.
- Address bad debt and payment extensions arrangements.
- Perform all other functions and requirements of the position as may be from time to time deemed necessary by the Senior Director of Member Services.
- Keep Senior Director of Member Services informed by collecting, analyzing, and summarizing information and preparing reports as needed.
- Serve as escalation point for problems that cannot be resolved by MSR Leads.
- Meet specific departmental objectives/goals.
- Recommend changes where appropriate. Has a functional responsibility for implementing policies and procedures.
- Engages in long-range planning and is responsible for seeing that the departmental strategy and mission are carried out by assigning goals and objectives to the MSR Leads.
- Perform all supervisory responsibilities associated with the department including handling employee-related issues and administering the performance development

program in accordance with guidelines. Maintain Member Services staff by recruiting, selecting, and training employees. Assists in planning, monitoring, and evaluating job performance of employees.

- Support and enforce company policies and procedures as a member of the management team.
- Establish and maintain effective professional working relationships with co-workers and all levels of management.
- Other related duties as assigned.

Position Requirements

- Education
 - Minimum of a High School Diploma or equivalent.
- Experience
 - Minimum of three years utility operations, four years of customer service experience
- Job Training
 - On-going training in customer service, computer skills and public relations.
- Basic Leadership Skills – instructing, assigning, and maintaining flow of work, overseeing the implementation of work.
- Other Special Skills – maintaining conducive work atmosphere.
- Influencing Skills – communicating the importance of knowing, understanding, and following policy.
- Computer Skills – understanding the use of our current computer programs.
- Advanced Leadership Skills – managing and supervising at minimum four MRS's.

Relationships:

- Reports to Senior Director of Member Services

Physical Demands

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

- **Heavy lifting or moving of materials:** Rarely Up to 15 pounds
- **Operates Equipment:** N/A
- **Operates Office Machines:** Frequently
- **Standing:** Occasionally
- **Walking:** Occasionally
- **Awkward Position (stooping, bending etc.):** Rarely
- **Climbing Maximum:** Rarely – N/A feet maximum height.
- **Eye-hand Coordination:** Frequently
- **Location: Indoor 100% of time, Outdoor 0% of time**
- **Work Conditions:** Occasional overtime for closing after 5:00pm and making bank deposits at end of day.

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.