



JOB POSTING

Job Title: Member Relations Supervisor
Location: Kaufman/Athens
Posting Date: 07/19/2024 until 08/02/2024 5:00pm

Summary

To effectively lead the department with positive influence and forward thinking. Direct guide or assist with member services and collection activities by applying knowledge, sound judgement and skills to ensure goals and tasks are completed to meet the needs of the cooperative and members.

Responsibilities and Authorities

Within the limits of approved board policies, operating guides, and procedures, assumes responsibility and has commensurate authority for the following activities:

- Responds to member inquiries, complaints, service requests and takes referrals from subordinates that they cannot resolve, demonstrating superior telephone and face to face communication skills when handling member inquiries.
- Evaluate and fulfill member requests using independent judgment and initiative, researching all account documents necessary to address member's concerns. This includes all requests including mail, fax, and email.
- Provide members with information on billing and various programs and services of the Cooperative.
- Establish payment arrangements within approved guidelines established by the Chief Financial Officer.
- Resolve high bill complaints. Perform account maintenance providing billing analysis.
- Responds to subpoena's received from law enforcement agencies when manager is unavailable.
- Perform other duties as requested including, but not limited to, generating maintenance/service orders, and participating in outage management for quick restoration and high reliability.
- Manage employees, including recommendations for hire, termination, promotion; conduct performance evaluation, train, assign work and review work of employees.
- Coach and develop employees; utilize individual performance metrics and manage expectations and personnel issues in order to maximize productivity and maintain good employee morale.
- Prepare weekly collection report for the Manager of Member Services.
- Generate activity reports in support of administration activities.
- Advises and assists the Manager of Member Services: (a) planning programs for effective operational practices and procedures relative to member credit and collections; (b)

development and implementation of effective training programs; (c) with the development and implementation of comprehensive revenue protection ideas.

- Maintains orderly records of specified delinquent accounts of those owing monies to the Cooperative.
- Develops sources from which to obtain information relative to member accounts and communicates with appropriate accounting units and member service personnel regarding the status of those accounts.
- Assist Manager of Member Services with PUC and Better Business Bureau complaints as needed.
- Ensure electrical diversion records are created, analyzed and maintained as required.

- Communicates directly with field agents and local law enforcement entities.

- Maintains and ensures procedures and regulations are followed on bankruptcies.
- Oversee and audit the tasks of Collection Specialists and Member Relations Specialists to ensure accuracy.
- Ensures that personnel and safety policies, procedures and regulations are followed within the Member Services department.
- Exercises a high degree of discretion and emotional control during periods of extreme stress while collaborating with members, Board members, employees, and other individuals, any of whom may be from diverse cultural backgrounds, and diverse socioeconomic backgrounds, as well as working with professional staff, regulatory staff, and oversight agencies.
- Regular and predictable attendance is an essential function of this position, with or without reasonable accommodation.
- Perform any other duties as assigned by the Manager of Member Services, Chief Operating Officer, and/or General Manager/CEO.

Education

High school graduate or equivalent is required.

Experience

Three to five years of prior experience in a customer service role with high volume customer-oriented call center is preferred.

Job Knowledge

Must have full knowledge of the Cooperative's programs, processes, and service territory.

Abilities

Must be a highly motivated self-starter that exhibits a high level of initiative and creativity. Must have proficient leadership skills and decision-making skills to effectively deal with a variety of people under normal and difficult circumstances. Must be able to communicate information over the phone and in person. Must have strong written/verbal communication skills. Strong interpersonal skills, ability to effectively handle competing priorities and complete them in a timely manner and the ability to work independently as required. Must be able to prepare oral and written presentations of complex materials. Computer skills are a must. Use of Excel, Word, Internet Explorer, Microsoft Outlook, and ten-key is required. Must be able to communicate to individuals and small groups. Must be able to read, write and do arithmetic. Must be able to carry out a variety of activities, which require a high degree of accuracy and attention to detail. Must be able to organize work to meet deadlines. Must be able to maintain corporate confidential information. If required to drive, must possess a valid driver's license, and remain insurable by Cooperative automobile insurance carrier.

Working Conditions

Must be able to work outside of regular schedule to maintain operations as required. General office environment. Workstation must not be left unattended during office hours without securing relief. Will occasionally require travel within and outside the cooperative service area.

Physical Requirements

Light work, requiring exertion of up to 20 pounds of force occasionally and/or up to 10 pounds of force more frequently. Lifting and carrying 10 to 50 pounds occasionally. The job requires sitting the majority of the time. Primarily inside work at desk. Must be able to use office equipment such as a copier, computer, fax, and printer. Hazards include electrical and mechanical. Some exposure to dust and dirt.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Due to the nature of an electric utility, all employees are subject to working extended hours, holidays, nights, and weekends with or without notice.

How to Apply

- Internal candidates are to notify the Human Resources Department of their interest.
- External candidates may apply at any TVEC office, www.tvec.net, submit application and resume to email address below:

Melissa Lewis
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