



JOB POSTING

Job Title: Member Relations Specialist

Location: Athens

Posting Dates: 9/30/2024 until 10/11/2024 5:00 pm

Summary

Conduct member service call center activities in such a way as to increase satisfaction and promote good will between the Cooperative and its existing and prospective members. May also be required to conduct front counter activities as needed. Provide excellent service to members and potential members by utilizing in-depth knowledge of the Cooperative's products, services and programs.

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 and service requests; demonstrating superior telephone and communication skills when handling member inquiries.
- Provide members with information on billing and various programs and services of the Cooperative.
- Interacts with other Cooperative departments as required to share member concerns and implement timely solutions.
- Establish payment arrangements within approved guidelines established by the Manager of Member Services and Collections department.
- Promptly and appropriately resolves member complaints: notifies supervisor in a timely manner when necessary.
- Coordinate new service request and makes timely credit reviews and assessments of new or prospective commercial, industrial and residential members as required for determining amount and type of deposit or payment security required.
- Resolve billing complaints.
- 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.
- Must be willing to learn cashier responsibilities after completing a full six months in the call center. At which point you will be required to perform the following task:
- Handle all payments at the front counter, via mail or at the drive-through window and maintain a cash drawer.
- Performs keying and coding of electric and aid to construction payments from members and issuing receipts to insure that members' accounts are properly credited and to insure that funds are deposited in a timely manner.
- Make daily bank deposits and maintain and balance daily cash receipt ledgers.

- Maintain the cash drawer with the amount designated by the Chief Financial Officer and/or their designee at the beginning of each business day and place the drawer in the designated area at the end of each business day.
- Obtain account balance(s) through the data base to assist member in making correct payments.
- Assist in opening and processing mail and payments as required.
- Responsible for accurate balancing of cash daily and reports any discrepancies to appropriate departments and supervisors.
- Follows personnel and safety policies, procedures and regulations.
- Perform any other duties as assigned by the Supervisor or Manager of Member Services, Director of Corporate Relations, Assistant General Manager/COO and/or the General Manager/CEO
- Exercise a high degree of discretion and emotional control during periods of extreme stress in working with members, Board members, employees and other individuals, any of whom may be from diverse cultural backgrounds, and diverse socioeconomic backgrounds, as wells as working with professional staff, regulatory staff and oversight agencies

Education

High school graduate or equivalent is required.

Experience

A minimum of one year of prior experience in a customer service role with high volume customer oriented call center is preferred. Bilingual preferred but not required.

Job Knowledge

Must have full knowledge or be able to obtain knowledge within 90 days 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 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. Must be able to answer an average of 100 calls per day. 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. Computer skills are a must. Must be able to read, write and do arithmetic. Must be able to carry out a variety of activities, which requires 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. Also must be able to type 40 WPM. 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 evenings and weekends. General office environment. Work station 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 of 10 to 50 pounds occasionally. Job requires sitting majority of the time. Primarily inside work at desk. Must be able to use office equipment such as a copier, computer and printer. Hazards include electrical and mechanical. Some exposure to dust and dirt.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities of personnel so classified.

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 resume and application to email addresses below:

Melissa Lewis
lewism@tvec.coop