TRINITY VALLEY ELECTRIC COOPERATIVE

JOB POSTING

Job Title: Member Relations Specialist

Location: North/ Kaufman

Posting Date: 11/23/2026 until 12/04/2026 5:00pm Central

Summary

Conduct member service call center activities in such a way as to increase satisfaction and promote goodwill 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.

Role and Responsibilities

The following are the main responsibilities of this position. They are not intended to cover each aspect of the position as the scope of duties of a given position may change or be temporarily altered based on the business needs of the cooperative.

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 and notifies supervisor in a timely manner when necessary.
- Coordinate new service requests and make 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.
- Possess knowledge of capital credits & how to properly maintain member records for accurate distribution.
- Verify and update members' account phone number, mailing address and email address.
- Recognizing when to offer additional services including but not limited to bank draft, e-bill and alerts.
- Needs to be familiar with TVEC website to assist the member in navigating their way around.
- Know the process of directing members to Bill Assistance Programs, to assist them with their needs.
- Verify with the existing member that it is okay to transfer the service into the new member's name.
- Gather detailed information needed to submit a Liability Service Order.
- Ensure that Members with Medical Necessities are coded properly, and all documentation is up to date
- Run soft credit checks to make deposit decisions and mail adverse letters to anyone requiring a deposit.
- Offer and be able to explain pre-paid metering, assist member with the PPM application

- Understand what it means to be part of a cooperative. Know the difference between a cooperative and an investor-owned utility.
- Possess the ability to handle a high volume of calls while giving each member a positive experience.
- • Must be able to multitask. Handle extra duties between calls is required.
- • Become familiar with Board of Directors names and faces.
- • Recognize urgent service requests and act appropriately.
- • Have a good understanding of all services offered by TVEC. Familiarize with the services to assist the member with trouble shooting (ie. Mobile App, Web Portal, Alerts & Reminders, Pre-Pay, Draft, Auto-Pay, etc.).
- • Follows personnel and safety policies, procedures and regulations.
- • Exercises 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 well as working with professional staff, regulatory staff, and oversight agencies.
- Handle a high volume of online requests including new membership applications, service request and address changes.
- Verify addresses supplied by members to be sure they match USPS.gov
- Handle all returned mail, note each account and contact member for new address
- Run an open service order report and check for errors
- Send letters to deceased members' address requesting a living person to come forward for new membership
- Print and Mail Landlord letters to properties that are using the landlord system
- Handle Online CHAT
- Must have a good understanding of all rates & fees including deposit calculations.
- 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.
- Perform keying and coding of electric, non-utility and aid to construction payments from members and issuing receipts to ensure that members' accounts are properly credited and to ensure 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 Executive 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 database to assist members in making correct payments.
- Assist in opening and processing mail and payments, including night deposits, as required
- Responsible for accurate balancing of cash daily and reports any discrepancies to appropriate departments and supervisors.
- With each member contact, make detailed notes to document the conversation. Use good discretion and be professional while capturing important information.
- Have a good understanding of how pledges are received and entered.
- 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 Supervisor or Manager of Member Services, Director of Corporate Relations, Assistant General Manager/COO and/or General Manager/CEO

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.

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 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 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.

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 resume and**
- **application to email addresses below:**

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