

ALBEMARLE ELECTRIC MEMEBERSHIP CORPORATION
JOB DESCRIPTION

TITLE: Member Services Representative

DEPT: Member Services

FMLSA: Non-Exempt

REPORTS TO: Supervisor of Member Services

Albemarle Electric Membership Corporation (AEMC) is an electric distribution cooperative that serves approximately 13,000 members in five counties located in northeastern North Carolina. AEMC strives to safely deliver reliable power and related energy solutions to our members and local communities by providing the highest value through service excellence.

Job Summary: The Member Services Representative (MSR) will provide superior quality customer service by providing professional, courteous, and knowledgeable responses to the cooperative members and public. They will promote a positive cooperative image while responding to member and public inquiries regarding services, payments, and outages.

Supervisory Responsibilities: No Supervisory Responsibilities

Duties / Responsibilities:

1. Answer member and public questions regarding the cooperative's services and products in a calm, professional and courtesy manner while making independent decisions and maintaining confidentiality using the AEMC guidelines. This includes but not limited to:
 - a. Service Rules and Regulations
 - b. Capital Credits
 - c. Security Deposits
 - d. Billing programs including payment schedules and assistance/arrangements, Operation Roundup.
 - e. Rate schedules, service fees.
 - f. Meter readings
 - g. New service, outages, disconnects, service orders or account closures.
2. Answer all incoming public phone lines in a calm, professional and courteous manner, routing the call to the proper employee or assisting the caller with their inquiries. Assist calls concerning outages and service in a professional and calm manner, gathering all information necessary.
3. Monitor and respond in a timely manner to all company emails including but not limited to, personal work email, member and public emails coming in from Cooperative Response Center (CRC) or emails sent to the AEMC Customer Service Inbox.
4. Process all mail, credit cards, over the counter, and night deposits in a timely and accurate manner. Research returned mail, making corrections, and resending when necessary or forward to the correct department.
5. Open, balance and close your cash drawer daily and accurately.
6. Ensure that all Member Service reports, files, and transactions are completed accurately and timely.
7. Attention to detail is mandatory, ensuring that all information is entered into the member records accurately.

8. Immediately notify the Supervisor of Member Services of any operational or personnel issues including but not limited to monetary discrepancies, volatile or unresolved member situations, or difficult payment arrangements, so that corrective actions may be taken.
9. Perform new member orientations. This may include but is not limited to welcoming the new member to the “co-op way of life” in a positive, professional manner; performing a credit check, determining security deposit, preparing, and sending/giving a new member packet, setting up new service orders that include location information.
10. Email all service orders to the Dispatcher so information may be sent to the appropriate employees and/or departments. Maintain knowledge of each aspect of the order from opening to closing so that each order is completed entirely in an accurate and timely manner.
11. Enter outages in the calls manager system. Maintain a calm demeanor and ask necessary questions when gathering information or relaying information.
12. Assist dissatisfied members, listen carefully using all knowledge of AEMC policies, procedures, and practices to attempt to inform the member and explain and answer the complaint with concern, knowledge and understanding. When you are unable to satisfactorily resolve a complaint, refer the member to the Supervisor of Member Services or if unavailable, the Manager of Finance & Member Services.
13. Maintain a high business ethics regarding all information as confidential. Maintain a constant awareness of privacy issues and “Red Flag” warnings concerning Identity Theft.
14. Work with Social Services and other agencies to help members find assistance with their bills.
15. As a member of the Cooperative team, you are expected to provide information and attend meetings as instructed by management. These meetings will include, but are not limited to, the Annual Meeting, safety meetings and training, and employee meetings and training.
16. All employees shall be trained in and familiar with all AEMC safety-related work practices, safety policies and procedures and other safety requirements. It is the employee’s responsibility to participate and follow AEMC safety policies and procedures that include but are not limited to alcohol and drug testing, CPR and first aid training, May-day procedure, AEMC Emergency Action Plan, and other AEMC safety policies and procedures.
17. It is the employee’s responsibility to work in a safe manner following the practices and procedures set by AEMC.
18. Participate in civic and community activities and assist with the “Green” initiative to promote the Cooperative as a community leader.
19. The employee may be asked to perform other related duties assigned by management that are not listed.

Skills / Abilities:

1. High School Diploma or General Education Development (GED) Certification preferred. Experience and training may be accepted in lieu of education requirements.
2. Three years of cooperative experience in customer service preferred. Other customer service experience may be considered.
3. Must have strong proficiency in computer skills to include Microsoft Office, Excel, along with the ability to learn other programs. Prior Meridian experience is preferred but not mandatory.
4. Must have experience and ability to type proficiently and accurately, use calculator, use a cash register, work with money, and use a multi-line phone system.
5. Essential job functions will require the ability to complete simple math, read, write, verbally communicate accurately, and understand other's directives and responses.
6. Must be able to report to work in all weather conditions, which may include around-the-clock operations. They will be expected to assist as needed during a large-scale outage or emergency, helping with any task deemed necessary and safe by management.
7. All employees should have the ability to arrive at the Cooperative office within 45 minutes of a call being made by the management team in response to outages and/or emergencies.
8. Must have the physical and mental capability to complete tasks while sitting, walking, use hands and fingers to type, feel, and reach, bending, kneeling, stooping, crawling, pushing, pulling, carrying, lifting, stretching, climbing, and may be required to lift up-to 25 pounds.
9. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this position.

Albemarle Electric Membership Corporation is an equal opportunity employer and will consider all applications without regard to race, sex, color, age, religion, national origin, protected veteran status, disability, sexual orientation, gender identity, genetic information or any characteristic protected by law.